

# 53% Cost Savings While Surpassing CSAT + AHT Goals

Facing quality and scalability issues with existing call centers, a healthcare finance company specializing in medical savings accounts partnered with Outsource Consultants (OC). They needed expertise to uncover skillful, high-performing BPOs to pilot a nearshore strategy.

Within 90 days, the client cut costs by over 50%, beat both satisfaction and handle time targets, and accelerated its transformation.



**53%**

Savings



**318**

Seats



**2**

Engagement (Years)



**\$9M**

First Year Cost Reduction



**\$18M**

Total Savings

## How OC Lowered Escalating Costs + Scaled Excellence

Facing rising costs, churn, and poor service levels, the client needed urgent fixes across two contact centers. One struggled to retain quality staff, while the other fell short of the bank's high customer service expectations.

OC deployed our CX Dream Path™ to launch a 25-seat nearshore pilot. Within 45 days, it beat internal benchmarks, scaling quickly to 318 seats.

Results included:

- Average Handle Time of 510 seconds vs. 540 target
- CSAT exceeded client's launch goal within 90 days
- 53% cost savings by geo-optimizing and right-sizing teams

Our unbiased advisory enabled compliance (HIPAA, SOC2), flexible staffing, and seasonal scaling—especially for healthcare-linked banking inquiries.

**90**

days to surpass client's CSAT goal.

**30**

second reduction to Average Handle Time (AHT)

We **Demolish**  
CX Roadblocks

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