

# Multi-BPO Strategy Drives \$12M in Support Savings Without Sacrificing Service Quality

A global gaming leader needed to boost agent performance without inflating costs.

With Outsource Consultants' (OC) guidance, they optimized partner mix, exceeded in-house performance, and achieved 50% cost reduction for a total of \$12M savings.



**50%**

Savings



**250**

Seats



**4**

Engagement  
(Years)



**\$3M**

First Year  
Cost Reduction



**\$12M**

Total  
Savings

## Exceeding Player Expectations While **Cutting Costs in Half**

This iconic gaming brand faced mounting support costs and needed a partner that could match their culture and performance standards. They required omnichannel, multilingual support with seasonal scalability.

Outsource Consultants delivered a vetted partner strategy that not only maintained brand experience but also improved performance metrics. Within the first month, agents hit a 91% satisfaction score, far above the internal benchmark.

OC's approach included:

- Introducing a second BPO partner to create competitive performance gains.
- Matching brand-expert agents fluent in English and Spanish, with scalability for additional languages.
- Streamlining training to maintain product expertise while reducing ramp time.

**The result:** a 50% cost reduction, \$3M saved in year one, and a cumulative \$12M savings over four years—without sacrificing service quality.

**91%**

agent satisfaction in  
first 30 days, well  
above prior results

**Multi-BPO  
Strategy**

delivered key  
competitive  
excellence

We **Demolish**  
CX Roadblocks

📞 888.766.4482

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