



RIM Services for Communication
Service Provider

Client Profile

Leading communication service provider in USA. A market leader in providing interpretation and translation services using various customer contact channels by leveraging the power of contact center technology and multilingual interpreter talents.

Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com

Technology Used

Kibana, inContact, Loupe, SolarWinds



Business Benefits

- Well documented SOP.
- 24 x 7 throughout the year for the 9000+ interpreters.
- Increased service efficiency to interpreters.

Business Challenges

- Unable to form a support team during US off-hours, which resulted in frequent breach of SLAs
- Lack of data visualization / business intelligence reports
- Lack of SOP documentation

Solution Provided

- Onsite – Offshore Engagement Model with effective communication plan.
- Formed an offshore team with Shift Roster to cover US PST off-hours and 3 shifts during weekends.
- Business Continuity Plan in place.

Reach us

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