



A customer centric outsourcing centre

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WHAT WE DO

BDM Talk is an innovative, agile, and adaptive UK based outsourcing centre based in the heart of Sussex in Burgess Hill.

We deliver customer service solutions that grow and develop our client's relationship with their customers.

Our core focus is full integration with our clients and for the utilisation of a range of tools to enable us to deliver a productive, respectful, and scalable service.

We recognise that communication with your client base requires a multitude of methods, essentially, we need to be able to communicate with your clients on the terms that they want to talk with us.

It is our norm to become a multi-media extension of any business and part of your core team.

Utilising our bespoke technology, we are able to deliver a multitude of business processes through the same agent which leads to higher levels of time efficiency and cost effectiveness.

In delivering our services we embrace technology at a level that is appropriate to your business, its culture and budget.



SERVICES WE PROVIDE

Omni Channel communications is well exercised term, but to us it's part of life, we want your customers to be able to communicate with us on the terms that they want. Where once upon a time that was wishful thinking, it is just part of daily business routine now.

Our experienced UK, office-based Business Processing Centre delivers multiple services for multiple clients, each with its unique requirements and considerations.

The services that we deliver include:



Bespoke Customer Contact Services



Outbound Customer Services



Customer Satisfaction Survey



Live Chat Management



Data Cleaning & Enhancement



After Sales Bookings and Support



Sales Prospecting



Lost Sales Campaigns



Business Process and customer support

WHY BDM TALK?

Running a business is hard enough when you are an expert in the field – setting up and running a department which is not your core business expertise can be expensive and its where using a business process outsourcing partner (BPO) such as BDM is a very real consideration.

In many cases we are able to replace an internal and exiting Business Process Centre and, in the process, significantly reduce cost and increase efficiencies and sometimes are setup teams from scratch

The engagement of a BPO leaves you to do things that you are expert in and leaves the BPO to deal with process driven activities that feed into your business.

BDM Talk is customer centric business process outsourcing centre – it is our business to provide the best customer driven results for our clients.



The benefits of outsourcing to BDM Talk can be easily summarised –

- Using BDM cuts out the need for time consuming man management – it is easier to manage a single supplier relationship than multiple staff
- The relationship between BDM Talk and our clients is results driven – we have to deliver for you as not only our reputation but fundamentally our relationship with you relies on us performing for you day in day out – our service cannot 'have a bad day'
- Using BDM gives you the flexibility to scale up or down with no additional premises costs as you grow or contract
- Holiday and sickness are covered within the cost structure negating hidden costs around employing multiple staff
- Costs are fixed on the whole enabling you to know your costs and budget accordingly
- Large cost savings can be achieved through economies of scale, with the outsourcing company providing the higher management of the account, quality assurance and on-going training without passing on the costs to the client
- Infrastructure costs and maintenance are covered by BDM
- No administration/ IT support / HR costs – you pay for the service we provide to you, not the supporting cost requirements of that service
- BDM are experienced in setting up new teams and transitioning from in-house teams to their outsourcing services including the adsorption of your brand values and priorities.

To find out more about how BDM can help develop your business, improve your customer experience and provide cost efficiencies please contact us @: Tel. +44 (0) 333 159 26 26, email us at info@bdm-talk.co.uk or see us at www.bdm-talk.co.uk