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Covation: a Contact Center Program by Carina Coronel

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In this modern complicated business environment it is increasingly important for contact centers to have a strategic plan. The end customer demands fast service, friendly staff, and most importantly a capable representative who can resolve the need efficiently. At the same time global economies press to reduce costs, forcing most contact center activities overseas. Add to this, highly advanced and constantly changing technologies, and it is easy to see why it is so difficult for a US-based firm to remain competitive.

These complex matters position Covation perfectly. Covation is here to solve these needs. Anyone looking to launch a new call center or looking to revamp one in the current market, requires what Covation can provide: A fully integrated plan with the critical components that lead to achieving high quality service at a cost that the market supports.

Consider the importance of Mergers & Acquisitions and the accompanying services required. Our firm has the proper plan for both the buy side and the sell side, with a focus towards BPO (Business Process Outsourcing) and financial services. We have direct experience with large companies of twenty billion dollar volume, through and including those doing ten million dollars in volume, needing a structured management buyout. The driving force here is to add value to facilitate the Merger or Acquisition.

BPO (Business Process Outsourcing)

Covation delivers BPO with strong leadership and support via our in-depth proprietary evaluation methods, to ensure companies gain sustainable and measurable improvement. The performance solution is global to enhance the delivery model, and drives efficiency which reduces overall costs, thus preserving revenue for clients. Our broad experience in business process mapping and management, and process improvement/control, along with enterprise transformation, collectively produce highly optimized management performance.

The firm's track record in BPO achieves results that have a shorter process cycle time, higher embedded quality improvement, and efficient documentation/information/work/call flow. This reduces labor costs and enhances revenue, along with verified results, and validation of cycle and task termination. Note the improved customer service, with greatly expanded capacity of utility. This comes from various proven Kaizen type methodologies including Lean Six Sigma, Balanced Scorecards, and TQM.

Advisory:

Covation helps companies map a strategy to proceed and plan funding for the growth of the business. Our partners have raised $500 million dollars of private equity, mezzanine, and senior securities. These companies are diverse including enterprise software, healthcare, commercial banking, industry, real estate, and many other types. We specialize in helping companies not served by the big Wall Street firms. Our segment is for those looking to inject between 5 Million to 50 Million in financing.

The need is there in the market for robust services provided by a company like our firm. We are able to match firms to the correct funding solution that is able to be launched in a stable and rational way. Few others in the industry are as dedicated to providing the efficient solution as we are able to execute. Find out more now at covation.com.

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