

Leading Hardware Company

UK's leading Home computer brands with over 2 million PCs in UK homes

The Client is UK's leading Home computer brands with over 2 million PCs in UK homes. They have been manufacturing PCs for over 20 years and are part of one of Europe's leading Computer Groups.

Objective

- Providing help and support for Computer Hardware related problems.
- Providing on-demand tech support, especially when virus related problems arise.
- Processing Customers information for speedy pickup / delivery / repair/ replacement of their computers.
- Up selling of Products and Services to existing customers.

Target Personnel

Home and Business Users

Achievements

The Project started 10-member team. The current team strength is 20. We have achieved all service levels.