

ARGO

For more information please contact

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An E-Commerce Savvy, Boutique Partner for Your Business

ARGO is a distinctive provider of outsourced contact center and back office e-commerce and retail solutions that helps our clients deliver superior results. Most of our clients realize that there is a better way than going it alone when it comes to the significant demands to serve their customers, distributors and retail partners. This is where ARGO can help.

ARGO can help assess your current customer operations and business needs. We can identify and address gaps to improve your customer experience (CX), back office efficiencies, culture and brand to better serve your customers and win in the marketplace. We then collaborate with you to bring the right people, best practices and innovation that complement your operations and deliver superior results to exceed your goals!

WHY ARGO AS YOUR BUSINESS PARTNER?

ARGO offers a breadth of innovative customer management and back office capabilities to clients in diverse markets across onshore, nearshore and virtual operations. A focus on ARGO's **Retail, E-commerce, & Consumer Products** offerings is provided here:

- **UNPARALLELED EXPERIENCE** — The depth of industry experience to collaborate craft, deploy and enhance customer experience and back office programs that deliver meaningful results
- **CUSTOM BUSINESS APPROACH** — Customized, boutique treatment of each client with proven business practices to achieve core goals
- **RIGHT INNOVATION** — Beyond the buzz of AI, bots, omnichannel and analytics, ARGO works with our clients to determine the best of technology that elevates the more important human touch for improved customer experience (CX), first contact resolutions, better processes and optimal impact to revenues
- **TRANSPARENCY** — A promise and construct of open transparency and proactive communication throughout our business relationship
- **VALUE THROUGH VALUES** — Business is about people. We treat each other, our clients and their customers with compassion, genuine care and high ethics in every interaction; we believe this is a cornerstone to ARGO, to good business and to any good human engagement, every day

Verticals Served



Healthcare



Telecom & Media



Banking & Financial Services



E-commerce, Retail & Consumer Products



Direct Response



Non Profit



Travel & Logistics



AN INNOVATIVE EXTENSION OF YOUR OPERATION

ARGO believes in delivering more than just cost savings in an outsourcing arrangement with our E-commerce, Retail & Consumer Products clients. We deliver real impact on revenues, productivity and meaningful business results! From the initial scoping, we seek innovative ways to enhance our clients' operations, raise revenues and improve their customer experiences. This includes collaboration on your immediate and long-term business needs and designing a partnership that delivers meaningful results.

E-COMMERCE, RETAIL & CONSUMER PRODUCTS CAPABILITIES

The ARGO team offers deep experience in customer sales, care and product support – having worked with many of the top consumer goods and retailer brands to improve their customer experience. Our service complements your in-house contact center teams with our own, and offers **3 meaningful values**:

1. Skilled and Flexible PEOPLE Resources at a lower rate than adding in-house employees
2. PRODUCTIVITY Improvements that we can bring to increase production and key results
3. INNOVATION and Technology to improve customer experience, sales and support at a lower cost

ARGO PARTNERED ADVANTAGES

ARGO employs our deep Experience, custom Business Approach, meaningful Innovation, Transparency and Values to provide our E-commerce, Retail and Consumer Products clients:

- ✓ **ENHANCED CUSTOMER EXPERIENCE** – ARGO focuses on key metrics of customer experience (CX/NPS), first contact resolution (FCR) and other drivers like revenue per contact or lifetime customer value that enhance every customer engagement with optimal results
- ✓ **COST SAVINGS** – Typical reductions of 15-40% of fully-loaded costs versus in-house operations, while offering redundancy, technology and continuous improvement approaches for positive overall impact
- ✓ **QUALIFIED WORKFORCE** – ARGO representatives are compliant, well-trained, computer savvy, performance-driven and bilingual in most nearshore operations; U.S. Escalation Desk options are available
- ✓ **OPERATIONAL & COMPLIANCE CONTROL** – You maintain control of the processes, technology, system security and data, allowing you to measure performance in real-time and ensure compliance standards
- ✓ **STRATEGIC LOCATIONS AND INFRASTRUCTURE** – U.S., Nearshore and Virtual locations, with innovative, cloud-based platforms & infrastructure
- ✓ **CARE FOR BRAND VALUE AND LOYALTY** – Many companies can offer outsourced services, but ARGO applies our depth of experience to improve not only each customer experience, but to enhance our clients' brand perception and loyalty

ARGO delivers flexible and meaningful contact center and back office solutions to our E-commerce, Retail & Consumer Products clients with a collaborative and results-oriented approach.

*Contact us today for an easy discovery discussion.
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