PEAK SUPPORT

Logistics / SaaS

Advent eModal

How we have outperformed all other BPOs at a complex enterprise voice account, delivering exceptional QA scores and 99%+ SLAs

Advent E Modal Overview

Advent eModal is a cloud-based, real-time collaboration platform for the port community. It provides stakeholders moving containerized cargo through the supply chain with real-time views and management of cargo from port to depot to door. This is all done via a single digital, device agnostic platform.

- **8 FTEs** across 3 lines of business

- Team Lead to agent ratio range is 1:8

- Strong management of the program led us to providing onboarding/HR support for the Chief People Officer

- Provided Tier 3 / junior developer level work

Sample Lines of Business

Real-time Support
Low-wait time (<35 sec) phone customer service

HR/Onboarding Support
Supported the Chief People Officer

Client Services
Account management for high-value customers

Data Entry
Data migration to enable real-time info gathering for key stakeholders

> *"I've onboarded multiple BPO partners throughout my CX career, but of those there's only one that I'm eager to work with again: Peak Support.* The speed with which they were able to onboard and begin meaningfully impacting our First Reply Time and CSAT at Advent eModal is something I did not previously think possible."
> - Colin Reynolds, Head of Customer Success and Support

Advent eModal Results

KPIs and achievements

Improved Email First Reply time from 4.35 hours to less than half an hour within 3 months of launch

Maintained call wait times **under 1 minute** since the team launched in 2021 despite reductions in budget/staffing

Created SOPs and macros though ticket reviews to assist with training internal HQ team and **improve escalation processes**

Consistently maintain **quality scores above 98%** and **CSAT scores above 90%**

Advent eModal
Client Shout-Outs

I've onboarded multiple BPO partners throughout my CX career, but of those there's only one that I'm eager to work with again: Peak Support. The speed with which they were able to onboard and begin meaningfully impacting our First Reply Time and CSAT is something I did not previously think possible.

The **professionalism, expertise, and responsiveness** of every member of their team from Client Services (shout out to Maria Ebrahimi) to trainers, team leads, and frontline agents left me and my team confident that they could weather any storm alongside us - and they did.

-Colin Reynolds, Head of Customer Support and Success

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