

Shared Contact Centre Services

Managed Shared Services Centre Consulting Services (Pty) Ltd (MSSC) has formed strategic alliances with carefully selected best-in-class service providers, each of whom specialises in one of the key aspects of contact centre property, human resource, training, technology and telephony services. This enables MSSC and its team to offer innovative and differentiated solutions to the potential BPO&O operators at Stellendale Park, in the form of managed shared services. The result is that such operators are enabled to bring the external market disciplines in-house, or at least very close to themselves, so that the Stellendale Park operators can compete favourably with the best that the world marketplace has to offer in functional expertise, efficiency, productivity, and service quality.

MSSC operates by way of centres of excellence, where their relevant professional experts aggregate, package, provide and manage the required services for each contact centre operator. The MSSC value proposition enables speedy time to market, flexible options and choices, service excellence, reduced total cost of ownership (TCO), continuous improvement, quick-moving response to change, and close proximity to the contact centre operator. All of these are achieved by leveraging benefit drivers, such as:

- Standardisation – Indications are that between 14% and 34% savings can be obtained through standardisation and virtualisation of processes, systems and technology platforms – because these reduce the cost of support, allow the use of purchasing on a larger scale, and enable economies of scale.
- Virtualisation – Advances in technology such as CaaS, SaaS and HIPCC make virtualisation a potent tool. It can be used to assist with the reduction of information and communication technology (ICT) asset levels, through the optimisation of infrastructure and systems. This again leads to a reduction in costs and it also offers full backup services in terms of redundancy and disaster recovery.
- Consolidation – MSSC helps clients to streamline processes and to remove duplication. Then MSSC drives costs down through volume discounts, consolidation and automation of skill, processes, technology and facilities.
- Cost avoidance – There is a substantial financial benefit to the client resulting from not having to expand its own resources – because MSSC makes its existing technology platforms, resources and support structures available to its customers.
- Volume discount – The extent of the MSSC network enables it to leverage buying power through volume procurement, on the basis of using the same service provided by the same supplier.

For more information please contact Leon Meadon :

Cell: 083 408 8144

Tel: 021 975 8589

Email: leon@mssc-sa.com