



NextWealth Tech Support Services

Technical & Sales Support through voice, email & chat

CUSTOMER SUPPORT

- ✓ L1,L2,L3 Support
- ✓ Helpdesk
- ✓ Technical Support
- ✓ Media Support
- ✓ Knowledge Management support

SALES SUPPORT

- ✓ Database screening
- ✓ Lead Generation
- ✓ Sales Conversion

OUR DIFFERENTIATORS

- ✓ Subject Matter Experts
- ✓ Automation tools
- ✓ Process Frameworks

Case Study – Technical Support for a product company

- ▶ **Context:** - The client has products aimed at the survey research community and needed customer support services for their flagship software product
- ▶ **Our Solution:** - NextWealth put together a technical team that could not only provide helpdesk support to users but also bug fix verification and product testing
- ▶ **Benefits:-** By multi-skilling the team, the client has got multi-skilled support staff that can not only identify bugs in the products but track it to closure, thereby ensuring a satisfied end-user and repeat client



Case Study – Database screening for a product company

- ▶ **Context:** - The client wanted to validate the leads in its prospect database by calling and confirming whether the prospect was a business and its nature of business
- ▶ **Our Solution:** - NextWealth put together a team of 12 FTE that managed to quickly scale and deliver the targeted number of daily contacts desired by the client
- ▶ **Benefits:-** Much lower costs incurred by the client to get a pre-screened and validated database of prospects for their products that are aimed at survey researchers for consumer product companies

