

## WHO WE ARE

We help our clients deliver better constituent experiences by eliminating high hold times, reducing abandon rates, and addressing staffing issues.

We are a mission-driven organization that provides you with scalable, flexible turnkey solutions and competitively priced onshore representatives, many of whom are visually impaired or disabled, or who served their country honorably. We've exceeded the KPI expectations of each of our clients located in Delaware, the Delmarva Peninsula, and along the East Coast, thanks to our ability to seamlessly integrate our services with your CRM systems.

## ARE WE A GOOD FIT FOR YOU?

We serve clients in healthcare, government, And service industries (e.g., roofing, HVAC, plumbing) who are looking for socially responsible service providers to support their business goals.

We deliver the best result with organizations that employ between 20 and 5,000 employees and have contact centers that require scalable, omnichannel solutions for handling both inbound and outbound communications. We also work well with organizations that need high-performing, diverse representatives.

BSD



Enterprises

## INDICATORS YOU MAY NEED TO REASSESS YOUR CONTACT CENTER STRATEGY

- **High Abandon Rates:** 5%+ of constituents hang up before being helped.
- **Long Wait Times:** Wait times exceed 60 seconds.
- **Inaccurate Call Routing:** Accuracy is below 99%.
- **Declining Satisfaction Scores**
- **High Turnover Among Phone Reps/Managers**
- **Lack of Functionality.** Inability to record calls and provide ongoing coaching and training.

## WHAT KEEPS YOU AWAKE AT NIGHT?

1. Is your customer-facing staff burned out and overwhelmed from high volumes?
2. How do you handle seasonal spikes in customer demand?
3. Do you need a more flexible solution?
4. Would integrating your CRM with a contact-center solution improve the efficiency and personalization of your customer service?
5. Are you looking for a contact center partner that aligns with your goals of operational excellence and social responsibility?

## THE CHALLENGES FACING HEALTHCARE PROVIDERS

### From The State of Healthcare Call Centers 2023

**49%** of patients are neutral or unsatisfied with the service delivered by their provider's call center.

**4:24** Average wait time in minutes

**49%** Average number of calls that abandon.

**39%** say labor-related issues – staff burnout and shortages – are the main drivers of inefficiencies.

*Source: hyro, June 2023 survey of 200 senior healthcare call center execs*

**69% of respondents who reported high patient satisfaction with their call center's service said their operating profit exceeded initial projections.**

-- The State of Healthcare Call Centers 2023

## THE CHALLENGES FACING MUNICIPAL CALL CENTERS

Every percentage-point increase in customer satisfaction with an agency increases trust in that agency by as much as two percentage points (McKinsey, 2024).

**62.3% of respondents wish to reduce stress in achieving their goals when using government call centers.** (BPO Services Inc., 2024)

**28% of constituents who are placed on hold drop the call after five minutes or less** (BPO Services Inc., 2024)

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*“Since [BSD Enterprises] willing to really staff the call center appropriately, our call time, and wait times have been minuscule. Our goal is under 30 seconds, and they’ve been within 10 seconds every time, so our call abandonment rate is significantly down and our speed to answer is incredibly fast.”*

**Stephanie Mergler**  
Deputy Chief of Staff, Wilmington, DE

“BSD Enterprises transformed our customer service experience. By significantly reducing our hold times and improving customer satisfaction, they’ve become an essential partner in our operations.”

**COO, Regional Health Care Networks**

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**QUALITY INTERACTIONS FOR YOUR CONTACT CENTER**