Strategic Sourcing

COPC®

Are You Receiving the Best Performance at the Best Price from Your Business Process Outsourcing (BPO) Partners?

If not, we can help. We will review your current pricing and performance levels relative to our global benchmarks to determine opportunities for improving performance and reducing the costs of your outsourced operations.

COPC Inc. has worked with call centers and other customer experience (CX) operations since 1996 and knows what it takes to ensure your suppliers are delivering the service you expect at an appropriate price. We have developed a proven approach to strategic sourcing for buyers of call center and CX services.

A Proven Return on Investment (ROI)

By implementing our strategic sourcing program, you will lower your implicit costs, such as price-per-production hour, and dramatically reduce the total cost of ownership of your outsourced providers. Previous client results include:

- A Fortune 10 global manufacturer attained an **annual cost savings of $50 million** and increased customer satisfaction by more than 20 percent

- A well-known technology brand achieved **nearly a 30x ROI** in cost savings in one year

- A leading consumer electronics retailer realized $7 million in savings on $13 million in direct vendor costs in eight months, **a 54 percent reduction**
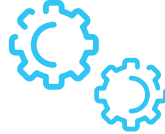
COPC Inc. Strategic Sourcing Program

Our strategic sourcing program is comprehensive, addressing all aspects of your outsourced operations management program. From supplier selection and contract negotiation to site assessment, selection and governance, we can help.

Our Services

Conduct a contract review and performance analysis

Develop an enterprise sourcing strategy

Design and manage the RFP process

Establish a governance model

Provide VMO-specific training

Drive site assessments, contract negotiation and vendor selection

Benefits of Working with COPC Inc.

- Better manage your outsourced service providers to meet your key performance indicators.
- Know you are paying fair market value for the level of service you are receiving.
- Ensure your suppliers are incented to align their actions with your priorities and business objectives.
- Implement consistency among your outsourced providers, so all are performing to your desired level and providing a reliable customer experience.

All our work is based on the COPC Customer Experience (CX) Standard for Vendor Management Organizations (VMOs), the industry's first and only performance management system specifically for buyers of outsourced service operations. This standard defines the key processes a buyer organization must perform and the related metrics it must measure and manage to ensure high performance from outsourced service providers.

The COPC CX Standard for VMOs is available for free on www.copc.com

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Learn more at **copc.com**

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