



Contract Review



As companies seek third-party suppliers to handle customer-facing contacts, the terms and conditions of contracts with suppliers become vital to the success of their customer experience (CX) program. COPC Inc. has extensive experience working with buyers of customer contact services to review and improve their contracts with suppliers.

Many buyers consider the contract review process an important step only at contract negotiation or renewal. However, our experience is that nearly all organizations can benefit from a rigorous contract review at any time in the contract term. A proactive contract review approach will produce substantial cost savings and improved service.

Our contract review process will answer all your questions about contract terms and best practices. Whether you are negotiating a new contract, renegotiating an existing contract or are in the middle of a current contract, we will ensure you are getting the highest level of service for the appropriate price.

Are you wondering...

- Are we **paying appropriate fees** for outsourced customer contact services relative to industry benchmarks?
- Do we have the most **efficient and effective payment model** for our needs?
- Are we contracted to receive the **appropriate level of service**?
- Do we have **contract terms that reflect our best interest**?
- Are there opportunities that may yield **savings without sacrificing customer satisfaction**?
- Are we measuring the **right metrics**?
- **How are our suppliers performing** relative to high-performing providers?
- Is our contract driving behavior that is aligned with our brand promise and business objectives?

COPC® Contract Review Process



About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations that support 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 for the delivery of a superior service journey. COPC Inc. is headquartered in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

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