

Operational excellence

19 centers operating 24/7

- ISO 9001/2008 certification
- 360° vision : Six Sigma and NF345 standards, tracking projects and quality audit teams

One centralized office in Paris, supervising your project implementation and tracking.

Human Resources policy at the heart of our strategy

- HR process enabling recruitment of 150 new customer advisors per week
- HR information system offering personal career tracking for skills development
- Daily employee loyalty events (work conditions, intranet, SATSA index, employee satisfaction)

Webhelp University multimedia center for training (initial and continued)

- 150 trainers,
- 200,000 hours of training at our centers, E-learning and intranet technologies,
- Development of a 1-year university course in France

Technical infrastructures

- Centralized architecture providing for integrated and transparent management of several remote contact centers
- Interconnection between central sites and contact centers via a private national and international specialized network
- More than 5,000 telephone lines (incoming and outgoing calls from the central site in the Paris area) and more than 25 leased international links of 2Mb for the central sites.

Reliability, security and continued activity

- 99.5% availability of highly sensitive infrastructures
- Distribution of platforms and telecom links on two central mirror sites.

Perfect command of customer relationship technologies

- INVISON staff planning system
- NICE recording and quality monitoring
- VOCALCOM Hermes.net outgoing call tool

Network Operating Center

- Centralized supervision of all Voice /Data flow and applications
- 24/7 video surveillance and security on production sites