



E-COMMERCE COST EFFICIENCY ACHIEVING FLEXIBILITY AND AGILITY

When it comes to e-commerce, customer service is the key differentiator to leading the market. A reputation for service excellence is compulsory for business growth and success. Our business process outsourcing (BPO) solutions help your e-commerce company balance your need to heighten efficiencies, curb costs and continue to deliver an exceptional experience to remain competitive.



Achieving efficiency in the e-commerce space isn't easy, particularly for businesses that have little prior experience. Along with the surge in demand from online shoppers, comes a surge in operational hurdles for companies looking to take their business online."

- Tennille Bell, National General Manager Sales

Our country's unique challenges



Such a multi-step business model leaves ample opportunities for inefficiencies, which can lose repeat customers



Executing the processes is a costly undertaking if staff are employed on a permanent basis



Handling peak sales periods while meeting client needs leads to the failure of many businesses





OUR E-COMMERCE BPO SOLUTION



Businesses require innovative ways to scale up their operations and scale down back-office expenses while taking their online presence to the next level.

BPO services can do exactly this, by taking over time-consuming and/or labour-intensive tasks at a fraction of the cost of full-time resources.

By outsourcing important e-commerce functions, you can access highly specialised professionals with extensive e-commerce experience. Bringing in a third-party provider means that companies are relieved of training and new infrastructure costs, which frees up capital that can be channeled into business growth.


Instead of focusing on increasing headcount to achieve an increase in productivity, we focus on eliminating as much inefficiency as possible. Through time-and-motion studies, as your BPO provider we identify room for process improvement and enhancement, whether through technology or other smarter working processes.


As your BPO provider we essentially become an extension of the business, enabling all the moving parts of e-commerce more efficiently, making that “click-click, ding-dong” as effortless and seamless as possible for the end consumer.


Outsource the following to drive your e-commerce efficiencies:

 Warehouse management


 Planning

 Picking and packing

 Customer support

 Order processing

 Deliveries

 Inbound call responses

Contact us today to

WORK BETTER, **FASTER, SMARTER.**

 www.pposa.co.za

DRIVING EFFICIENCY