

Global TeleForce Continues Contact Centre & Outsourcing Services to NBN Providers

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BONIFACIO GLOBAL CITY, TAGUIG , NATIONAL CAPITAL REGION, PHILIPPINES, September 14, 2018 /EINPresswire.com/ -- Global TeleForce, a Contact Centre and Business Process Outsourcing (BPO) company has reached a milestone of six years in terms of providing a strategic and cost effective service portfolio to Australian

ISP and Telecommunications companies. To commemorate six years worth of services, the company will continue refining its contact centre and BPO services in order to scale with the changing climate of the National Broadband Network's (NBN) Retail Service Provider (RSP) program to local ISP and telecommunications companies across Australia. This includes ISPs that are under the Telstra network, AAPT network and Opticomm fibre.

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Hitesh Parekh

According to the deployment roadmap, the NBN will complete its rollout by 2020 as the company reached its halfway mark in mid-2017.

Hitesh Parekh, the founder and managing director of Global TeleForce, noted “With the completion of the NBN, the market will be entering its maturity. With maturity, the landscape for Telcos as NBN Resellers will have a much steeper competition in terms of climate and diversification.

“The continuation of Global TeleForce’s outsourcing, BPO and shared services states that the company is further investing in resource areas such as skills development for the company’s human capital, the in-house knowledge base and dedicated research to keep track of the market’s development that affects the many aspects of telco service levels.

In return, these investments will be the key to enable insights on future telco business opportunities, new business models, market opportunities and the need for skilled professionals over shared services. When it comes to the company’s service portfolio towards ISP and Telcos, market dictates the need to adapt to the changing climate of the NBN.

“We have over six years of working with RSPs and it first started during the early days of the NBN being available commercially,” said Hitesh. “When the NBN was made available commercially, there was a demand for contact center providers to quickly up-skill their knowledge in order to



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be able to service telcos in Australia. As the NBN progressed with its rollout, milestones such as 25 per cent completion in 2015 and the 50 per cent completion in 2017, it was evident that the reseller arena's competitive nature grows fiercer with each passing month."

"As the NBN races to completion, we are looking at a glimpse of how the NBN reseller market is shaping up to be," added Hitesh. "From an aggressive customer acquisition strategy, the NBN resellers will be shifting to a heavy retention strategy with the maturation of the NBN market."

"Completion and maturation of the NBN does not mean that the competition will plateau, but we foresee the market to further diversify with the changes within the NBN after 2020 and beyond. On the horizon are business broadband plans to be offered by the NBN as well as its transfer of technology from one platform to another or future services based on hybrid technology connections," said Hitesh.

"Through outsourcing, telcos and ISPs are able to expand their capacity to process information, service customers and allocate costly time-consuming tasks to a dedicated offshore team. This gives them the flexibility to focus on management and strategy while relegating non-core business processes to a dedicated team."

"Through skilled substitution of roles such as telemarketing, customer service and back-office, companies are able to scale up quickly with both business and customer demands while suppressing costs as our cost per agent starts from \$10.50. Compare to the \$20 - \$25 per hour rate of in-house staff and add to their overall compensation package, companies are caught in between expanding in-house staff to decrease cost or they are suppressing cost at the expense of manpower shortage to meet business demands."

Over the years, the biggest telecommunication and ISP companies in Australia have managed to offset cost while increasing productivity and efficiency through outsourcing directly or setup an offshore operations support centre in the Philippines. This business destination eventually became a business strategy and has since delivered optimal growth margins to sustain their respective growth.

With over 6 years in providing outsourcing, BPO and shared services in the Australian telecommunications industry, Global TeleForce is in a position to support the continued growth of telcos as NBN resellers, by delivering a flexible, scalable and strategic way of providing outsourcing or offshore service levels, as the NBN arena is gearing up for completion and a new market landscape.

For the next five years, the company is focused on reaching new markets in Canada, the United States and the United Kingdom in expanding the company's telecommunications and ISP clientele.

About Global TeleForce

Global TeleForce Ltd, is recognized as one of the pioneer providers of outsourcing & offshore services for NBN enabled Telcos in Australia. Our core solutions for fully-managed sales teams, customer service teams, technical support resources and customised BPO support levels has a proven record of improving the competitiveness and business efficiency of our clientele. Our shared services are headed by a firm Australian – lead management team located in Melbourne that works in strong coordination with our telco clients to co-manage the setup, enhance the productivity and to deliver on business targets. As a managing BPO & contact centre partner, we make outsourcing work and be a viable business strategy for telecommunication companies. For more information, visit:

<https://www.globalteleforce.com/industries/telecommunications/nbn>

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