



VOYAGE BUSINESS SERVICES: YOUR WHITE-LABELLED BPO SOLUTION FOR CUSTOMER SUCCESS

Ready to Redefine Your Customer Support? Partner with Voyage Business Services Today.

BORN FROM DEMAND

How Our Clients Inspired the Creation of Voyage Business Services

Over the years, many of Voyage Advisory's top clients faced a persistent challenge — unreliable business process outsourcing (BPO) partners. Customers shared stories of missed SLAs, subpar customer experiences, and the lack of control in managing day-to-day customer support. Recognizing this unmet need, Voyage Business Services was born.

Unlike traditional BPO providers, **Voyage's approach is different**. Clients asked us to remain "in the room" to oversee operations. They didn't just want a vendor; they wanted a trusted partner who could guarantee success. Leveraging this trust, Voyage established a global network of BPO partners and combined it with **advanced AI technology, real-time analytics, and a people-first philosophy**. The result? A true white-label BPO experience with complete oversight, agility, and accountability.

COMPREHENSIVE WHITE-LABELLED SOLUTIONS



Voice Support Services:

Customer Service, Sales, Technical Support, Collections, Order Processing



Non-Voice Support Services:

Chat, Email, Back-Office Processing, Claims Handling, Data Entry



Omnichannel Capabilities:

Integrated support across voice, email, chat, and social media



AI-Enhanced Services:

Smart routing, predictive analytics, and conversational AI for improved customer experience



Customizable Engagement Models:

Pay-per-transaction, fixed-fee, or performance-based contracts

OUR PROVEN 6-STEP PROCESS FOR BPO SUCCESS

1

DISCOVERY & CUSTOMIZATION

Understand client needs, customize service models, and align on performance goals.

2

BPO PARTNER SELECTION

Use Voyage's vast partner network to select the best-fit providers for voice and non-voice support.

3

ONBOARDING & IMPLEMENTATION

Seamless onboarding for BPO partners, aligned with customer service brand guidelines.

4

OVERSIGHT & GOVERNANCE

Voyage's "always-on" oversight ensures continuous tracking of key performance indicators (KPIs) and SLA adherence.

5

ANALYTICS & AI INTEGRATION

We embed AI-driven tools for predictive support, real-time dashboards, and advanced analytics.

6

CONTINUOUS OPTIMIZATION

Ongoing monitoring, performance reviews, and adjustments to drive continuous improvement.



CUSTOMER EXPERIENCES

IMPACT METRICS:

25%

Cost Savings from AI-Driven Process Enhancements

99.9%

SLA Adherence

3x

Faster Onboarding for BPO Partners

40%

Faster Resolution Times

WHY BUSINESSES TRUST VOYAGE

CUSTOMER CENTRIC

GLOBAL NETWORK



FLEXIBLE & SCALABLE



WHITE-LABEL APPROACH



TECH-DRIVEN

TAKE THE FIRST STEP TOWARD SMARTER CUSTOMER SUPPORT

Ready to enhance your customer support with Voyage Business Services? Contact us today to see how our white-label BPO solutions can help you achieve more, for less.