



Outsourcing Feasibility Study

A Blueprint for Call Center Success

This Amtech Marketing consulting service is designed to analyze and document the merits of outsourcing a new or existing call center function to a third party vendor. The bottom line objective is to provide you with the full information you need to make an educated decision to outsource your call center function or build/keep it in-house.

Your Feasibility Study will include:

Operational Feasibility: Amtech will evaluate the business processes that are required to support the call center function. This will include the workflows, tasks, call handling processes, data handling procedures and reporting/analysis functions. The objective is to determine if these processes can be effectively handled through a third party vendor.

Amtech will also evaluate the knowledge, skills and abilities needed by the agents to effectively handle all calls. The purpose is to evaluate if a third party vendor can provide comparable staff resources (with the proper training and tools).

Technological Feasibility: Amtech will evaluate the technology required to support the call center function to determine if a third party vendor can provide similar technology or use your technology to support an outsourced call center function.

Financial Feasibility: Amtech will evaluate the total cost of building or operating the call center function in-house and evaluate the internal costs versus the potential cost of outsourcing. Potential costs will be derived from proposals solicited from Amtech-specified outsourced vendors.

Political Feasibility: Amtech will analyze the potential political issues relative to the outsourcing of your call center. This may include data security issues, management's preferences and HR policies.

Feasibility Report Amtech will fully document all of the above to provide a comprehensive Feasibility Study Report that identifies the merits of outsourcing the call center function. The Feasibility Study Report will provide the information you need to make an educated decision about outsourcing your call center.



Call Amtech Marketing to determine the merits of outsourcing your contact center.

Call today 888-546-4844

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