



CUSTOMER SUPPORT & BUSINESS PROCESS OUTSOURCING

Operations teams that scale as fast as you do.

Evateck builds dedicated support, moderation, and back-office teams for growing companies — delivering 24/7 coverage, measurable results, and up to 80% cost savings versus hiring in-house.

A proposal for scalable, results-driven outsourcing

Growth exposes the cracks in in-house support.

As request volume climbs, most internal teams hit the same four walls — and customers notice before leadership does.



Rising fixed costs

Hiring, training, and managing an internal team eats budget long before it scales.



Coverage gaps

Support stops at 5pm while customers — and competitors — don't.



Scaling lag

Growth spurts and seasonal peaks outrun how fast you can hire and onboard.



Inconsistent quality

Response times and accuracy slip as volume grows without added structure.

90% of customers now expect an instant response — making always-on support a baseline expectation, not a differentiator.

Evateck: your on-demand operations team.

We plug in teams that run your support, moderation, and back-office operations — so you get enterprise-grade coverage without the enterprise overhead.



24/7 Availability

Continuous coverage and instant response, around the clock.



Multilingual Support

Serve global customers seamlessly in 40+ languages.



Scale on Demand

Expand or reduce team size quickly to match demand.



Tracking & Reporting

Real-time visibility with transparent performance metrics.



Secure and Reliable

ISO 27001 certified and GDPR compliant operations.



Cost Efficiency

Reduce overhead up to 80% without compromising quality.

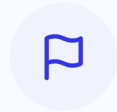
One partner. Every operation.

Six BPO directions, delivered by one accountable team — pick the processes you want to outsource, keep the ones that make you distinctive.



Customer Operations

Live chat, email, voice, and social support — in your brand voice, around the clock.



Content Moderation & Review

High-volume content, listing, and asset review with structured escalation and QA.



KYC & Verification

Identity verification, onboarding, and compliance review inside your existing rules.



Back-Office Operations

Invoices, reconciliation, order processing, and document workflows with a QA layer.



Data Entry & Processing

Enrichment, cleanup, migrations, and ongoing pipeline work — all QA-checked.



Multilingual Operations

Native and C1-level teams across 40+ languages, for any process you run.

We run it inside your stack — not beside it.

Your tools. Your SOPs. Your quality bar.

We bring the team, the structure, and the accountability — and plug directly into the operation you already run.

< 2 wks

from kickoff to a live, trained team



Embedded in your tools

Agents work inside your CRM, helpdesk, and internal systems — no parallel process to manage.



Built on your SOPs

Escalation logic, tone, and the quality bar are mapped to how your team already works.



A QA layer by default

Structured review, scorecards, and coaching keep accuracy steady as volume grows.



Transparent KPIs

Monthly reporting, SLA tracking, and QA scores — you always know what you're getting.

Elastic capacity: scale the team up or down with short notice — peaks, launches, and seasonal spikes included.

RESULTS YOU CAN EXPECT

These are the benchmarks we build to.

The same standards behind every case study on the pages that follow.

95%

of chats answered in under 2 minutes

95%

of emails answered in under 30 minutes

90%

of calls answered in under 5 minutes

85%

first-contact resolution rate

4.5/5

average customer satisfaction (CSAT)

90+

Net Promoter Score (NPS)

BabyQuip

The leading baby gear rental marketplace, connecting traveling families with trusted local providers worldwide.

“

“Our partnership with Evateck has transformed BabyQuip's support experience. Together, we've built a fast, friendly, and reliable 24/7 help desk that meets the needs of traveling families and Quality Providers worldwide.”

Josef
Director of Growth

BEFORE EVATECK

- Support limited to fixed business hours
- No live chat or phone channel for urgent needs
- Response times slipping as the marketplace grew

AFTER EVATECK

- ✓ Expanded to 24/7 global, multilingual support
- ✓ Launched live chat and phone support
- ✓ Response and resolution times now meet all SLAs

24/7

global support coverage

4.6/5

customer satisfaction (CSAT)

100%

of SLAs consistently met

Alpha Zero Global Logistics

A full-range logistics provider — freight transportation (LTL/FTL), air and express delivery, warehousing, and white glove service.

“

“Evateck has transformed our after-hours operations — streamlined, efficient, and perfectly aligned with our SOPs. Both our team and customers couldn't be happier.”

Maximus
Transportation Specialist

BEFORE EVATECK

- After-hours requests went unanswered until morning
- Manual handoffs between day and night teams
- Delayed visibility into shipment status for customers

AFTER EVATECK

- ✓ Streamlined day / after-hours coordination and handoffs
- ✓ Consistent, proactive, SLA-driven communication
- ✓ Fewer delays with a truly always-on support model

90%

of emails processed in under 1 hour

98%

of priority requests handled in 30 min

90+

NPS maintained consistently

Amberley Innovations

Enables automation of key business processes for international clients, helping them scale operations globally.

“

“We love Evateck at Amberley! Their professional, flexible, and cost-effective support has become an integral part of our client solutions. We no longer worry about first or second line support — I can't imagine doing it any other way!”

Nick
Founder & Owner

BEFORE EVATECK

- Support capacity capped by internal headcount
- Founder-level attention required on Tier 1 & 2 tickets
- CSAT holding at 82% under growing ticket volume

AFTER EVATECK

- ✓ Doubled support capacity without any loss of quality
- ✓ Reliable, scalable model tailored to Amberley's needs
- ✓ Tier 1 & 2 support now fully owned by Evateck

2x

support capacity, same quality bar

94%

CSAT — up from 82%

0

hours founders spend on tickets

Global 3D Marketplace

A globally recognized 3D asset marketplace serving creators and businesses with tens of thousands of digital listings.

“

“Consistently positive feedback on review quality and accuracy, with full confidence in the moderation team's judgment under pressure.”

[Client feedback](#)

BEFORE EVATECK

- No external partner in place for high-volume review
- Backlog risk against a hard, near-term deadline
- No structured QA layer for moderation consistency

AFTER EVATECK

- ✓ Dedicated moderation team onboarded within days
- ✓ Internal QA layer built to ensure consistency at scale
- ✓ Flexible scaling as throughput needs shifted

22,000+

digital assets reviewed

< 2 wks

total delivery window

Days

to onboard and reach full production

The standards that keep customers — and your CFO — happy.



Scalability

Adjust team size anytime to match demand.



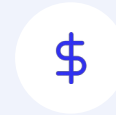
Security

GDPR and ISO 27001 certified operations.



Quality

Measurable KPIs and transparent reporting.



Cost-Efficiency

Up to 80% savings versus an in-house team.

80%

of executives are increasing outsourcing investment

66%

of U.S. companies already outsource support

90%

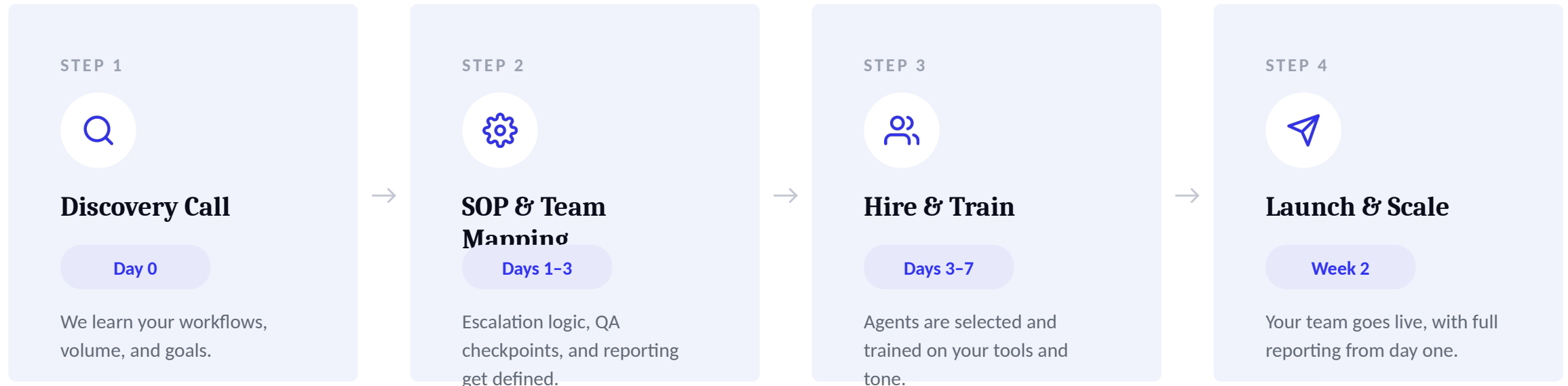
of customers expect an instant response

Source: Deloitte Global Outsourcing Survey 2024; Prialto, 2025 Outsourcing Statistics & Trends.

NEXT STEPS

From decision to production in days.

The same speed you saw in the case studies above — applied to your onboarding.



Flexible pricing: plans scale with volume — most engagements start with a right-sized pilot so you can prove the model before scaling.



Let's build your support solution.

Together we'll design a personalized 24/7 customer support and BPO plan — flexible, efficient, and ready to grow with you.

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