

A proven and respected Contact Centre from Kenya

KenCall was the first international outsourcing call centre in Kenya and East Africa and has been established since 2005. They are based in a special economic zone in Nairobi near the airport, equipped with modern international standard infrastructure and facilities. KenCall's management team is well respected within Kenya and internationally. The senior management team have Blue Chip UK and US experience and are a flagship company in Kenya's economic development.



Scalable quality operation

KenCall currently operates with, in excess of, 600 agents and its largest customer is Orange Telkom Kenya. It has worked on projects for a number of UK, US and African organisations, such as Dun & Bradstreet, Google, EarthLink, SpinVox, Tigo, Orange, Red Cross, gaining an excellent reputation for quality customer service.



With the introduction of the new East Africa Submarine cable System (EASSy) into Kenya this month, KenCall are doing a push into the call centre UK outsourcing market. Their intent is to diversify their customer base with a number of mid range call centre operations. They have capacity, both in terms of space, infrastructure and pre-vetted agent applicants-in-waiting to double the size of their operation within a comparatively short space of time.

KenCall provides for its clients, high quality outsourced voice and chat based call centre services (and associated business processes) which are competitively priced compared with other low cost outsource destinations such as India and Philippines. They deliver service to the highest quality standards available within the industry, internationally.

Award winners for Excellence and Quality

KenCall were winners of the Legatum Africa Entrepreneurship award in 2007 for their "excellence in service, quality and sales" and were the 2008 winner of CCF Award for "Non-European Call Centre of the Year". A recent benchmarking of their performance by a leading international management consultancy, rated KenCall very highly in quality of service with a far greater ratio of QA staff to agents than other outsourcing call centres.



In order to establish relationships with companies who could be clients in the future they are proposing framework agreements to act as a contingency call centre to provide backup to UK companies in the event of Call Centre closure or reduced capacity arising from, for example, spread of the Swine flu virus etc. This is to take advantage of their rapid transitioning capability as shown in the following example. KenCall recently established at the request of the Kenya Government, the first emergency relief contact centre to help victims of the recent droughts in Kenya. The contact centre was mooted on a Friday and in operation taking calls on the Monday and processed 12,000 calls on the Tuesday, having advertised the service on National Media on the Monday. KenCall's staff acted as despatchers for food aid throughout the affected areas, coordinating the efforts of major NGOs, government agencies and the general public.

Culturally and Linguistically comparable to the UK

Their agents are linguistically and culturally acceptable to UK customers, their accent neutral and often indistinguishable from UK based agents. They have an extremely low staff turnover, with a 90% college/degree level educated workforce.



They are backed up by an in-house call centre staff training academy. Staff are trained in conversational call handling and don't have to depend on scripts, but can when required. They can deploy skilled staff with degree level subject knowledge where the application requires it. Their staff are well cared for and turnover is low, even though their staff are sought after by competing private call centre operations in East Africa.

UK based support from specialists

[Op2i](#), a UK specialist outsourcing advisory are working with KenCall to support client's transition operations both efficiently and smoothly. Op2i will provide UK based support for clients pre and post contract.

Working with you to improve your customer service and sales process

If you would like to learn more about KenCall's capabilities or discuss your requirements, please [click here](#) to set up an appointment, for an Op2i consultant to contact you.

Warmest Regards,

Op2i and KenCall

About Op2i

Op2i is a business improvement firm specialising in global strategic sourcing. We:

- *Mentor and support boards and individuals responsible for championing outsourcing in their business.*
- *Facilitate, resolve and mitigate issues and disputes that inevitably arise between outsourcing clients and provider partners.*
- *Mediate the development of integrated governance programmes to extend the span of management control across the boundaries of outsourcing "partners" operations.*
- *Locate and qualify suitable global outsourcing partners for clients.*

