



35% more volume
handled, powered by AI
and human expertise

Client profile

A global consumer electronics company operating across Europe, this brand is known for its innovation and customer-centric approach. With a diverse portfolio of devices and smart solutions, the company relies on exceptional customer support to power its brand loyalty and global expansion.

Business challenges

To meet rising customer expectations and support the brand’s aggressive growth strategy, the client needed to scale services without compromising quality.



Limited support capacity for growing user base



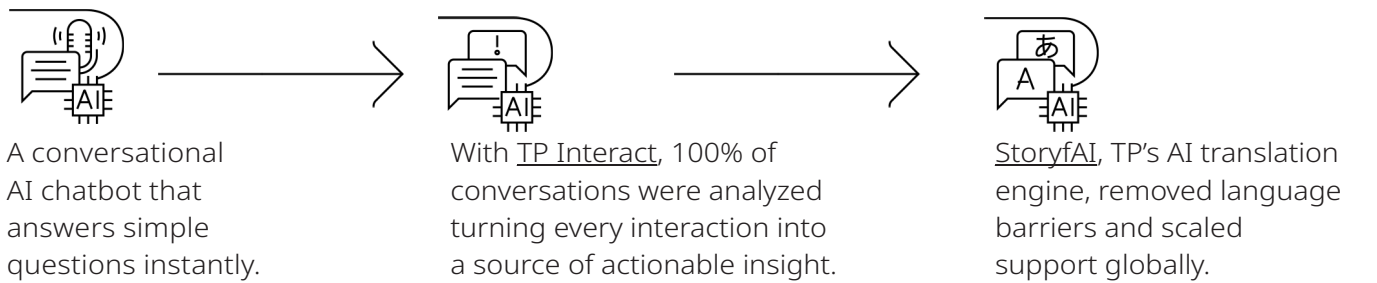
Restricted tech support hours



Flatlining customer satisfaction metrics

Solutions implemented

To meet rising demand, the brand partnered with TP to scale smarter—using AI to automate routine support, personalize complex handoffs, and unlock real-time insights for continuous improvement, all while delivering seamless global service through AI-powered translation.



Real results

A service experience that’s fast, frictionless, and built for scale. Smarter tools led to stronger outcomes both for the business and its customers.

35%

INCREASE IN SUPPORT VOLUME HANDLED

30%

DROP IN COST-PER-CONTACT, DRIVEN BY AUTOMATION AND AI

55%

NPS LIFT, AS SATISFACTION CAUGHT UP WITH SERVICE SPEED