

# Snap Finance: Ensuring Business Agility and Scalability

## Who is Snap Finance?

Snap Finance is a rapidly growing digital-finance company that specializes in providing consumer financing and rent-to-own purchase options.



## Business challenge



### Forecasting challenges

Snap Finance was experiencing significant forecasting challenges due to economic instability and other business-related issues. These lead to the inability to meet urgent or unexpected capacity needs.



### Regulatory compliance

Due to the inherent security risks involved in running a financial business company, Smart Finance was understandably hesitant to switch from a brick-and-mortar (B&M) to a remote delivery model.



### Business continuity and scalability

However, they could not afford operational disruption especially. They needed a partner that ensures business continuity and scalability.

## The solution

Snap Finance chose Teleperformance for its innovative and proven remote work delivery model.

### Teleperformance provided the following solutions:

Through Cloud Campus, Teleperformance's globally scalable and highly effective model for hiring, training, and managing remote teams, Snap Finance gained:



Compliance to remote work requirements for talent originally recruited to work in brick-and-mortar facilities



Access to remote work prospects through virtual hiring



## The outcome

TP Cloud Campus showed remarkable KPI improvements compared with a brick-and-mortar model:

∨ **26%**

reduction in attrition

∨ **14%**

decrease in absenteeism

∨ **9%**

less shrinkage



Our work-at-home experience with Teleperformance has moved us to the next level. We are faster, more flexible, and more friendly with our people while increasing retention and availability.



— Adam Christensen, Senior Director of Resource Management

## Embrace the future of work

Address seasonal volume spikes, expand into new markets, or add new capabilities with Teleperformance's innovative, next-generation, collaborative, work-at-home model. Improve KPIs with an agile CX model that offers the business resilience companies need to succeed today and tomorrow.

Learn more about the award-winning **Cloud Campus** model, only from Teleperformance.

