

Taylor Reach Group Workingn with Fortune 500 Retailer to Support Outsource Vendor Selection

Fortune 500 e-Commerce retailer appoints CX and Contact Center consulting firm to support Outsource Vendor Selection

TORONTO, ON, CANADA, December 28, 2017 /EINPresswire.com/ -- Taylor Reach Group, Inc., (TRG) an internationally acknowledged and leading CX and Contact Center consulting firm, announced today, that they have secured an agreement with one of North America's largest e-commerce Retailers.

Taylor Reach is working on an Outsource Vendor Selection Program which will enable the retailer to increase business efficiency and optimize processes and costs while avoiding the challenges often associated with outsourcing. The strategic alliance will allow Taylor Reach's client to secure the best possible outsourcing arrangement to support their customer requirements into the future, ensuring the optimal balance of low costs while attaining high customer satisfaction.

"We understand outsourcing. Taylor Reach principals have decades of experience building, running, operating and selling outsource agency services," said Colin Taylor, CEO and Chief Chaos Officer of the Customer Experience and Call Center consulting firm. "Our outsource experience prior to Taylor Reach and the many outsourcing projects completed by Taylor Reach combined with the fact that we are vendor agnostic means that our clients are getting the straight goods and best possible guidance in this vendor selection engagement."

Taylor Reach principals have built and operated outsource organizations on two continents. "Working with our clients to understand their operations, goals, objectives, and realities in combination with our proprietary outsource selection process, guarantees the right sourcing decision for the organization and Contact Center.

About Taylor Reach Group

Established in 2003, Taylor Reach Group is a globally recognized Contact Center and Customer Experience consulting firm, specializing in sourcing strategies, customer experience, customer service/support, and Contact Center assessments. Taylor Reach examines people, process, technological aspects of center operations and strategic vision with alignment to business goals and objectives for Contact Centers of any size, across all verticals. To learn more, visit thetaylorreachgroup.com



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