

10+ Year Partnership

Built on sustained performance, deep expertise, and unmatched stability

What Happens When Outsourcing Works

10+ Years.

35+ Experts.

One Embedded Team

Deep expertise.
Embedded teams.
Long-term results.

**Enterprise
Tech & Operational
Support**



When Growth Creates Instability, Partnership Creates Continuity

CHALLENGE

A rapidly growing enterprise technology provider in the retail supply chain space faced an unexpected challenge as success created instability. High-performing support agents were consistently pulled into other departments, making it difficult to retain knowledge and maintain consistent service levels as complexity increased.

SOLUTION

Five Star Solutions began with a small pilot team and evolved into a deeply embedded extension of the client's operations. Over a 10+ year partnership, the team scaled in size, scope, and expertise to support technical and operational functions.

- **Grew** from 5 to 35+ agents (onshore + nearshore)
- **Delivered** Tier 1 & Tier 2 technical support
- **Expanded** into billing, collections, and implementations
- Became **subject matter experts** in the client's platform
- **Trained and supported** internal teams

RESULTS

Over a 10+ year partnership, Five Star Solutions has consistently delivered high-quality performance while bringing stability to a traditionally high-turnover environment. The team maintains a 99% quality rating as measured by the client and an annual attrition rate below 10%, significantly outperforming industry norms. With long-tenured agents and deep platform expertise, the team has become a trusted extension of the organization—so much so that their performance is now used as a benchmark for internal teams.

"Our Five Star colleagues truly feel like an extension of our team. In many cases, there's no distinction between Five Star and our internal teams supporting the same customers. Their partnership, expertise, and consistency have been critical to our success."

- Senior Manager, Customer Relations

MEASURABLE IMPACT

99% Quality. 10+ Years.
5 Original Team Members Retained

The 10% Efficiency Dividend

Delivering consistent 10% year-over-year cost optimization through AI and nearshore and offshore teams.

Benchmark-Level Performance

The Five Star team is used as the standard for service excellence across internal teams.

Deep Institutional Knowledge

Long-tenured agents provide consistency and expertise across a complex platform.

Internal Team Enablement

Supports training and onboarding, reinforcing performance across the organization.

Expanded Operational Support

Scaled beyond technical support to include billing, collections, and implementations.

BE READY WHEN EVERY
INTERACTION COUNTS

Learn more:

getivestor.com

Email an expert:

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Scan QR code to contact us now



ABOUT FIVE STAR SOLUTIONS

Five Star Solutions helps businesses deliver exceptional customer experiences through outsourced service, automation, and AI-driven innovation.