

**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 through Tier 3 technical support
- **Expanded** into billing, collections, and implementations
- **Provided** 24x7 live support to all channels
- 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.  
Half of Original Team 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:

[getfivestar.com](https://getfivestar.com)

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## ABOUT FIVE STAR SOLUTIONS

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