



Best performance, smart processes ...

TRUST YOUR FUTURE

Customer Care



OUR STORY SINCE 2012 ...

Customer Focus

Individual Coaching and Support

Consulting & Development

Customer Relationship Management

International Approach

SACCOM 
Faisons de nos Hommes notre patrimoine

WeAct 

SACCOM 
CAPITAL GROUP

Best performance, smart processes ...

TRUST YOUR FUTURE

SACCOMCC 

XOCC
OFFSHORING
Developping bridges, ensuring perenity ...

SRE  
Saccom Real Estate



Our DNA



- ❑ SACCOM CC is the results of a growing dynamic, which aims to position the activities of SACCOM Capital Group in the business of **Customer Relationship Management – CRM**
- ❑ **Sacom CC** is able to develop an efficient service to its customers and partners based on our human capital, Staff Advisors and Executives totally oriented customer service
- ❑ Providing to our Partners with the advanced tools in terms of processing and data analysis allowing them to get a continuous access to a high level of information on **market segmentation** and **customer profiling**

- Specialized in Business Process Outsourcing (BPO)

- Outsourcing of remote Customer service
Outbound and Inbound Calls.

- Targeted Marketing strategy

- Development and Data Analysis
on Foreign markets

(UK, CANADA, France, Morocco, ...)

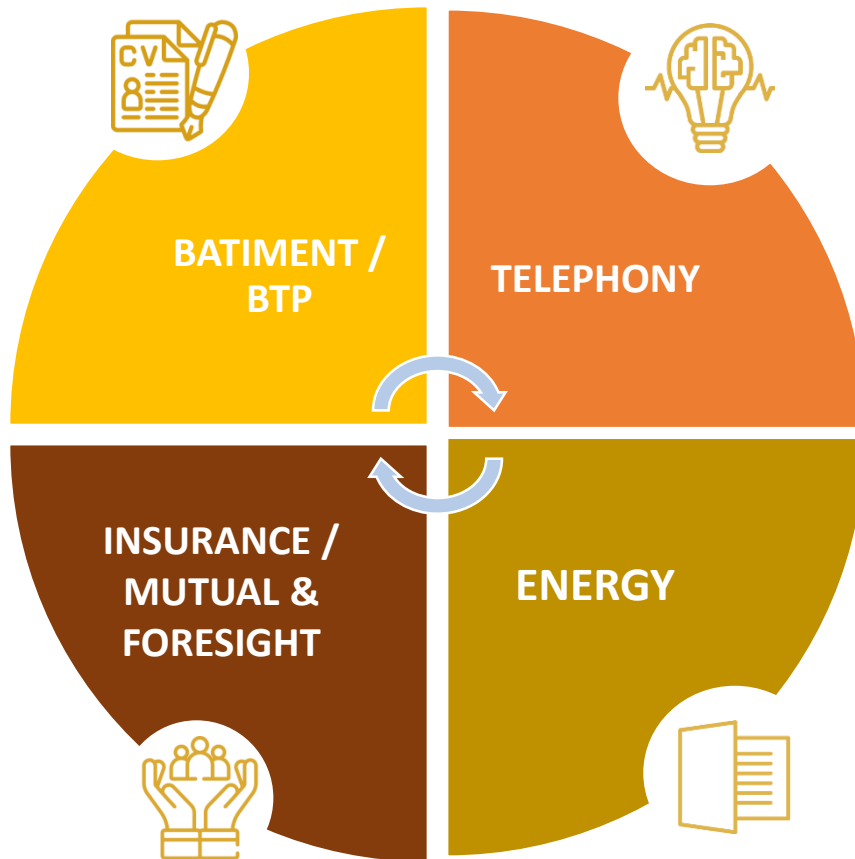


Customer Care
&
Customer
Support



Data Processing
&
Analysis

Our Sectorial Expertise



Our Assets & Infrastructure

REAL ESTATE ASSETS & HUMANS

- Building SACCOM
- New Location of **3.100** m² of **6** floors, available for all group activities
- 430m² dedicated to Customer Care
- 2 production Plateformes, currently taking 130 seats
 - ✓ The Ability to layout 100 to 120 seats from 60 to 90 days

⇒ Total Capacity of 364 positions

- **2** briefing/meetings rooms
- **6** meeting, hiring and training rooms
- **1** Digital room designed for the realization of pitch videos of candidates and interviews on instant video chat tools with our partners and foreign customers

SRE ESTATE

- Space management
- Layout of dedicated spaces
- Facilities Department / Logistic dedicated to the Group

HUMAN ASSETS SACCOM RH

- Hiring process handled and managed by SACCOM RH, tailored to different sectoral needs with dedicated and expertized teams
- Candidates Data Base maintained and regularly updated **with a volume exceeding 15.000** Resumes,
- Appropriate assessment and qualification tools : Psychometric and Communication
- A Digital presence on social media's

IT

- Switch Core
- Server Admin Yeastar S100
- License Queue Metric (Loway-CH)
- Switch POE
- PABX
- Trunk SIP
- Connectivity Local Loop Radio guaranteed flow
- Partnership with Manifone was signed June 2019

#CONTACT US



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