

SCALE YOUR SAAS SUPPORT WITHOUT SCALING COSTS

2-7%Higher Revenue
Growth**49%**Faster Profit
Growth**30-40%**Cost per Contact
Reduction

SAAS SUPPORT CHALLENGES:

- ✦ Rapid growth creates support backlogs and ticket spikes
- ✦ Technical L0/L1/L2/L3 support requires specialized knowledge
- ✦ Churn risk increases when response times lag
- ✦ Automation & AI pressure from the Board, without a proper investment
- ✦ 24/7/365 & multilingual coverage needed for global customer base
- ✦ Constant hiring and training, agent turnover
- ✦ Onboarding support directly impacts retention and expansion
- ✦ Enterprise-grade CCaaS (Nice, Genesys) costs \$400K to deploy on average, and \$25K+/month in licences

HOW WOW24-7® SOLVES THESE:

- ✓ Scalable teams that flex with your growth; from Series A to enterprise
- ✓ Shows quick efficiency gains due to right-shoring layered with the best-in-class automation and AI (agentic AI, HITL, Process AI tools) enterprise software
- ✓ Support teams trained on your product, SOPs, Workflows with full visibility to WOW24-7 performance
- ✓ Proactive churn interception: identify at-risk customers before they leave
- ✓ 24/7/365 multilanguage global coverage across time zones
- ✓ Revenue-driven agents trained on upsell, cross-sell, and renewal support
- ✓ Deploys best-in-class CCaaS software (NICE CXone Mpower) without initial investment and without a minimum \$25K/month requirement
- ✓ Six Sigma quality: 3.4 DPMO vs. industry's 6,210

SIX SIGMA: WHAT THIS ACTUALLY MEANS

Why Six Sigma Black Belt Certified Management is Really Important

DPMO = Defects Per Million Opportunities (mistakes per million customer interactions)

LEVEL	DPMO	ACCURACY	WHAT IT MEANS
Six Sigma (WOW24-7)	3.4	99.99966%	Near perfect
Four Sigma (Industry)	6,210	99.38%	Poor quality that your customers will feel

THE MATH THAT MAKES JAWS DROP:

For every 1 million customer interactions:
Industry average: 6,210 errors
WOW24-7: 3-4 errors

THAT'S 1,826x FEWER DEFECTS

WHY WOW24-7:

G2 Grid Leader	Only Six Sigma Black Belt certified (3.4 DPMO)
15% Cost Reduction Guarantee*	Performance-backed savings commitment
AI-Powered Operations	Predictive analytics, intelligent routing, automation

* Terms and conditions apply.

ABOUT WOW24-7

WOW24-7 is redefining Customer Support and CX Operations through its groundbreaking Experience Centers. By fusing human ingenuity with enterprise-grade AI, performance management, and analytics, we go beyond solving problems; we create new possibilities with measurable efficiency. From smarter routing and AI-assisted workflows to proactive QA and closed-loop VOC, we reduce effort for customers and teams alike; accelerating time-to-resolution, lowering cost-to-serve, and lifting consistency at scale. And by crafting BPO relationships that feel less like transactions and more like in-house teams, WOW24-7 turns Customer Support and CX Operations into a strategic catalyst for reinvention.

In addition, our Black Belt Six Sigma certified management team brings rigorous process discipline to every engagement, ensuring that performance improvements are measurable, sustainable, and continuously optimized. Rather than simply scaling operations or cutting costs, our solutions make efficiency a growth lever; freeing resources to innovate while improving reliability, loyalty, and lifetime value. WOW24-7 doesn't just support your customers; we continuously evolve how you engage and grow, combining operational excellence with brand-right experiences that help you thrive long-term. www.WOW24-7.com

SCALE YOUR SAAS SUPPORT: NOT YOUR HEADCOUNT

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Schedule a
discovery call today

