

Talent2 User Group Managed Shared Services Special Interest Group

There is continued growth in the number of Alesco clients entering into shared services arrangements with Talent2. The Talent2 User Group (T2UG) is keen to establish a special interest group to service this group of members:

Objective:

EDUCATING, NETWORKING AND INFLUENCING

- A forum to enable T2 managed shared services clients to exchange information, advice and establish best practices.

Why would your organisation want to join?

- Avoid reinventing the wheel in addressing issues.
- Common interest
- Continuously raising the performance bar and standards for professionalism:
 - Service Level Agreements
 - KPI's
 - Audits
 - Customer Service and Support
 - Disaster Recovery Planning/Business Continuity
 - Benchmarking
- Match service quality to business needs
- Networking – leverage of knowledge
- Ensuring that Talent2 understands the needs of the customer in a shared service environment
- Best practice – sharing of information
- Benchmarking activities
- Global best standards and practice.
- Collective voice
- Actively reviewing Talent2 business health checks for improving and measuring customer satisfaction.

So what does this mean?

As the owner of the service being provided to your clients, ensuring that you are getting the best possible service from Talent2 that you can.

A special interest group has been established within the Talent2 User Group. Join this group and gain insight and support through other BPO clients.

For further information or to discuss the benefits of joining the Talent2 User Group (BPO Special Interest Group), contact:

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