

CASE

Case Study

Dexian Successfully Delivers Language-Specific Customer Services Resources to Support Client Operations

CLIENT:

A renown Experience Solutions company that identifies, deploys, and delivers Customer Experience (CX), User Experience (UX), Management Experience (MX), and Supply Chain Experience (SCX) solutions to brands across the globe.

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Challenge

- The client is looking for customer service representatives with immediate availability. It is not easy to find immediate talent resources for language-oriented roles.
- Due to the limited availability of qualified candidates for the niche roles required for the end client's projects, our client was facing challenges finding and hiring the right talent.

Solution

Dexian™ fuses the best elements of its legacy companies to create a global platform that connects talent, technology, and organizations to produce game-changing results that help everyone achieve their ambitions and goals. With decades of experience as a staffing partner and a deep understanding of modern business challenges, Dexian collaborates with its clients to find and deliver the right people and resources to quickly and efficiently complete their projects.

Outcome

- Dexian has achieved a no. 1 ranking in supplier programs with top multinational corporations throughout Malaysia. Building on this proven performance, we onboarded the customer in January 2023.
- We performed thorough analyses of hiring patterns, training processes, program requirements, and niche skillsets and designed successful strategies that have delivered a smooth, consistent flow of qualified candidates to meet the client's monthly goals.
- Additionally, we expanded the scope to incorporate several language-specific roles and have already placed many successful candidates.
- We believe the key to our success in Malaysia is maintaining great relationships with our clients and consultants, thus continuing to increase our portfolio and resources in the region.

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STUDY