

Topic: Tech Support: Outsourced vs. In-house and Premium vs. Included with HSI - Industry Trends & Best Practices

Providing subscribers with the most effective technical support has always been part of the core mission of service providers. It is an effective competitive differentiator, but it can also be a significant driver of costs.

Please join us for our November BMMA Hot Topic Webinar to learn more about what some international providers are doing to improve FCR, NPS and CSAT metrics.

Panelist: Kam Rawal – VP of Channel Enablement, AppDirect



Kam Rawal is Vice President of Channel Enablement for AppDirect. Kam leads the Support Services Team, also called AppHelp where he is responsible for Service Delivery, Training and Development, Implementation, Program Management as well as Business Operations. He also leads the Digital Growth and ISV Partner Management Teams. Kam is passionate about Customer Experience, Employee Engagement and Business Growth. Kam is a seasoned customer centric leader with over 20 years of experience and has spent his entire career innovating, executing, strategizing, and measuring customer experience to drive revenue growth and customer retention.

Prior to joining AppDirect Kam held leadership roles in Customer Support, Vendor Management, Channel Management, Sales and Sales Support with Rogers Communications and Bell Canada, Canada largest telecom providers. Kam also held leadership positions at two large BPO's in operations and client services. He lives in Toronto, Canada and is a huge baseball and hockey fan.

Panelist: Jason Richards – Manager of BPO Repair Contact Centers, TDS



Jason Richards has 21 years of Telecommunications experience; 15 years in-house and 6 years managing an international outsourced contact center. His experience in outsourcing includes standing up new operations, transitioning new work, security & firewall measures to protect customer data, connectivity redundancy & disaster recovery plans, and effective operational support methods that foster continual improvement. Since launch in 2014, this team has tripled in size and improved CSAT results every year without exception.

Jason Richards will highlight the topic of “Tech Support - Outsourced vs In-house”

- Finding the right balance of cost savings and risk-mitigation
- Operational support methods for achieving and maintaining performance results

Panelist: Garrett Leihsing – Service Center/Support Group Manager, GVTC



Garrett has been with GVTC for almost twelve years now. He started out as an Installation and Repair technician for four years then transitioned into the level II support technician role where he spent two years in that role. He was then moved into the Supervisor Level II & Dispatch position where he spent six years supervising both departments and enhancing their day to day processes. Garrett recently moved into the Manager Service Center-Provisioning Support and Dispatch role where he oversees level I and level II support roles as well as overseeing the dispatch department. In his current role, he is also responsible for the relationship with their level I helpdesk partner that fields all of our tier I internet support calls and our after-hour support calls. He enjoys working at GVTC and his current position, every day is a different and exciting day when providing superior customer service for GVTC customers.