

# Edelweiss



## About Edelweiss

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Edelweiss Broking is a part of Edelweiss Group, which is one of India's leading diversified financial services conglomerates providing a broad range of financial products and services to a substantial and diversified client base that includes corporations, institutions and individuals. With Edelweiss Broking, individuals and companies can trade in the stock market and make investments across multiple asset classes like Equity, F&O, Currency Derivatives, Mutual Funds and Fixed Income products, as well as track markets, access research recommendations, and monitor portfolios.

## The Need of the Client

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Edelweiss required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the highly sensitive nature of financial services, time of handling and resolution of tickets raised was of essence.

## Solution for the Client

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A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of Edelweiss. This included a variety of complementary services, built around the core solution consisting of inbound and outbound support for insurance claim settlement for Edelweiss.

## Results from the Solution

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The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

Edelweiss gained the utmost in terms of client satisfaction, as the number of insurance claims settled grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for Edelweiss into our existing processes so as to evolve our services for the tech-driven future!