Protect Your Brand
With Outstanding Service

CUSTOMER CARE SERVICES:

- E-Commerce support with complete web store development

- Financial management and payment systems

- Returns management and product repair

- Entitlement rights management

- Call centers with multi-language customer support

It's never too soon to impress. The fact is customers are experiencing and evaluating your brand 24/7. Put ModusLink to work today protecting your brand and exceeding expectations with unparalleled e-commerce solutions and customer service programs.

IMPROVE THE EXPERIENCE BEFORE, DURING AND AFTER THE SALE

It is no coincidence that the companies dominating their categories in market share, product preference and corporate financial health are the same brands that continually rank top in customer service. They recognize that the customer experience extends far beyond the initial purchase transaction. The customer's brand interaction includes both big and small experiences such as the navigation through the online store, the wait time to reach customer support, billing issues, or the ease of opening the packaging.

Aligning your supply chain with the processes that impact your customers' experience can greatly improve their satisfaction and overall perception of your brand.

Operational excellence is not just about lowest cost or first to market. It is also about understanding consumer needs, setting appropriate expectations and consistently meeting or exceeding those expectations at every touch point before, during and after the hard-won sale.

ModusLink has been a trusted customer service partner to the world's leading consumer brands for more than 30 years and has built a suite of highly integrated supply chain and customer care solutions designed to support a superior customer experience.

ModusLink
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PROGRAMS DESIGNED AND EXECUTED TO DELIGHT THE CUSTOMER

Each product comes with a set of expectations that may vary across geographic regions and sales channels. Designing and executing a supply chain that can economically deliver the right product in the right configuration to be available at the preferred point of purchase is the first task.

ModusLink's integrated postponement and multi-channel distribution capabilities provide maximum flexibility to meet customer demands and can support an increased number of product variations with lower inventory.

Packaging design expertise ensures that the product is well protected while balancing the need for a positive customer interaction.

Product promotions and rebate programs are designed with the customer experience in mind and are executed in a manner that supports and reinforces your brand image.

ModusLink offers a comprehensive suite of global e-commerce services that seamlessly integrate the web experience with payment processing, multi-lingual customer care, fulfillment and returns processes—all to provide a consistent experience that positively supports the brand.

ModusLink's experience-focused approach to centralized call centers puts quality customer engagement over volume. We manage product sales, support, licensing and other transactions based on a clear understanding of your brand's attributes. Engagement is structured around the target customer profile and agents are carefully selected and trained, eliminating the need for extensive scripts and repeat calls.

Perhaps the most important time to surround the customer is when something goes wrong. Creating a customer-centric support, returns, replacement and repair environment can be the difference between a negative brand experience and gaining a customer for life.

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