



## Customer Support

For over 15 years, the Sony DADC European Service Centre has been a reliable and forward-thinking partner, delivering Global Business Services.

Our B2C Customer Support team has gained experience in the home entertainment industry and media sector. We provide the agility, expertise, and cost-efficient solutions required to scale operations effectively, increase customer satisfaction, and continuously optimize and improve processes.

We take ownership of the B2C customer support transition from start to finish. We deliver multichannel and multilingual support with guaranteed scalability and flexibility.

### We help you to deliver an exceptional B2C customer experience

#### Increase your business

We can manage your customer care operations efficiently, allowing you to focus on growing your core business.

#### Process excellence

We take care of continuous process optimization and harmonisation across territories.

#### Stable team of experts

Our university-educated professionals speak all major European languages with an average tenure of 6.5 years.

### We are ready to cover your B2C customer needs

#### Digital subscriptions

1st level support team for the end customer online queries on behalf of our client, one of the largest Swiss media houses.

We handled all written inquiries from end customers like subscription cancellations, e-paper, newsletter or log-in issues, account synchronization, returns of the letters and reassignment to support level 2.

#### Hotline

Hotline solution with card processing capabilities under CCTV surveillance for one of the biggest home entertainment companies based in the United Kingdom.

Our specialists managed all B2C customer queries like order requests, orders tracking, shortages or return requests. We checked the payment statuses and worked with the end customer's bank details in a dedicated CCTV environment.



**Lenka Adamová**

Retail Operations Manager

lenka.adamova@sonydadc.com

+420 730 811 449

*Talk to our experts.*



## Sony DADC European Service Centre

From our European Service Centre we deliver tailored supply chain solutions designed to meet the unique demands of disc, home entertainment and electronics clients in the retail and e-commerce landscape. We also manage internal process support for Sony DADC.

By managing relationships with clients and more than 350 retail stores and chains, we have developed extensive expertise in overcoming complex supply chain challenges.

As part of our ongoing diversification strategy, we now offer customized B2C Customer support. We can also provide B2B Customer Service Operations, Finance Operations or Vendor Central Services.

### Our expertise, your benefit



#### 15 years of experience in Global Business Services

Order to Cash outsourcing with 350+ retailers in network



#### Deep expertise in Vendor Central processes

Deduction recovery, process optimization and outsourcing



#### Managing significant volumes

Hundreds of thousands of retail transactions



#### Complex Supply Chain Solutions

Supply planning, Assembly, Customer Service Operations, Pick, Pack & Ship, Finance Operations



#### Sony DADC compliance

Quality, security and sustainability

### Reliable and forward-thinking outsourcing partner

"The service is very much driven by finding solutions. Very efficient and extremely well organized. We are very satisfied with the service, communication, the way we work and at last: the staff is absolutely great."

#### Torgny Sjöo

Chief Operating Officer  
Playground Music Scandinavia

"The atmosphere is consistently positive and constructive. Every year, we tackle new challenges, optimizing and improving every day. We have a very good collaboration with a team of nice individuals. Thank you."

#### Alice Talbert

Director, Sales Operations EMEA  
Sony Interactive Entertainment

"We are happy with the collaboration, you pick up things immediately in case of issues and you are openly monitoring and steadily improving your processes."

#### Christina N.

Account Director