

Going against the grain: Insourcing in ICT

VentralP Australia's journey since making the decision to move away from an outsourced technical support team and to focus on supporting local staff.

Maddison Selleck
Chief Business Development Officer



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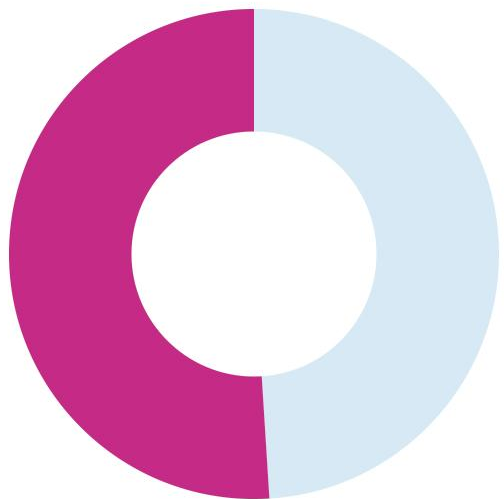
*In Australia, the estimated cost of customer turnover due to a negative customer experience is **\$122 billion.***

- Accenture

”

**Just one negative
experience?**

55% of consumers **will leave.**



51%

**Of All Employees Feel
Disengaged In The Workplace**

Highly Engaged Businesses

17%
More Productive

Highly Engaged Businesses

41% Reduced Absenteeism

Highly Engaged Businesses

21% Greater Profitability



**Australia's Best
Value Web Hosting
& Domain Names**

Problem 1

Outsourced Support Offshore

Problem 2

Local Employee Engagement Levels

Goal 1

**Bring Everything
Back In-House**

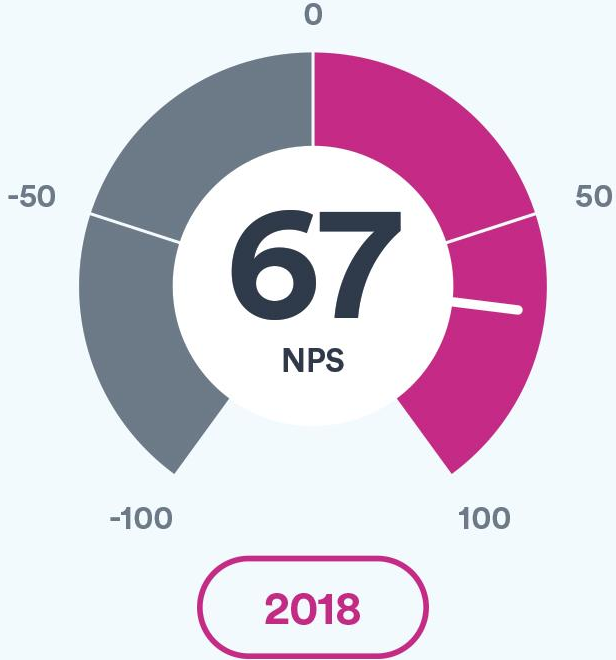
Goal 2

**Improve Employee
Engagement Levels**

Escalations Dropped Immediately

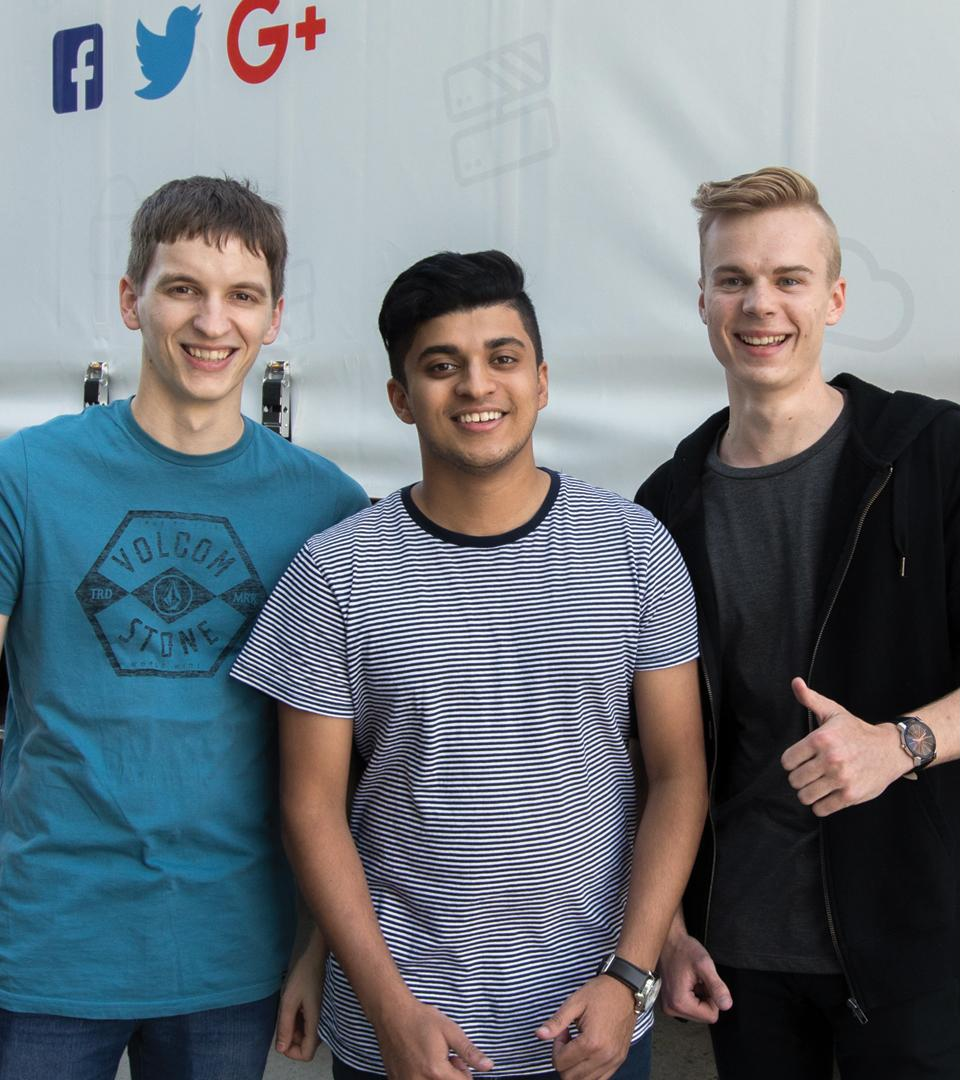


Net Promoter Score



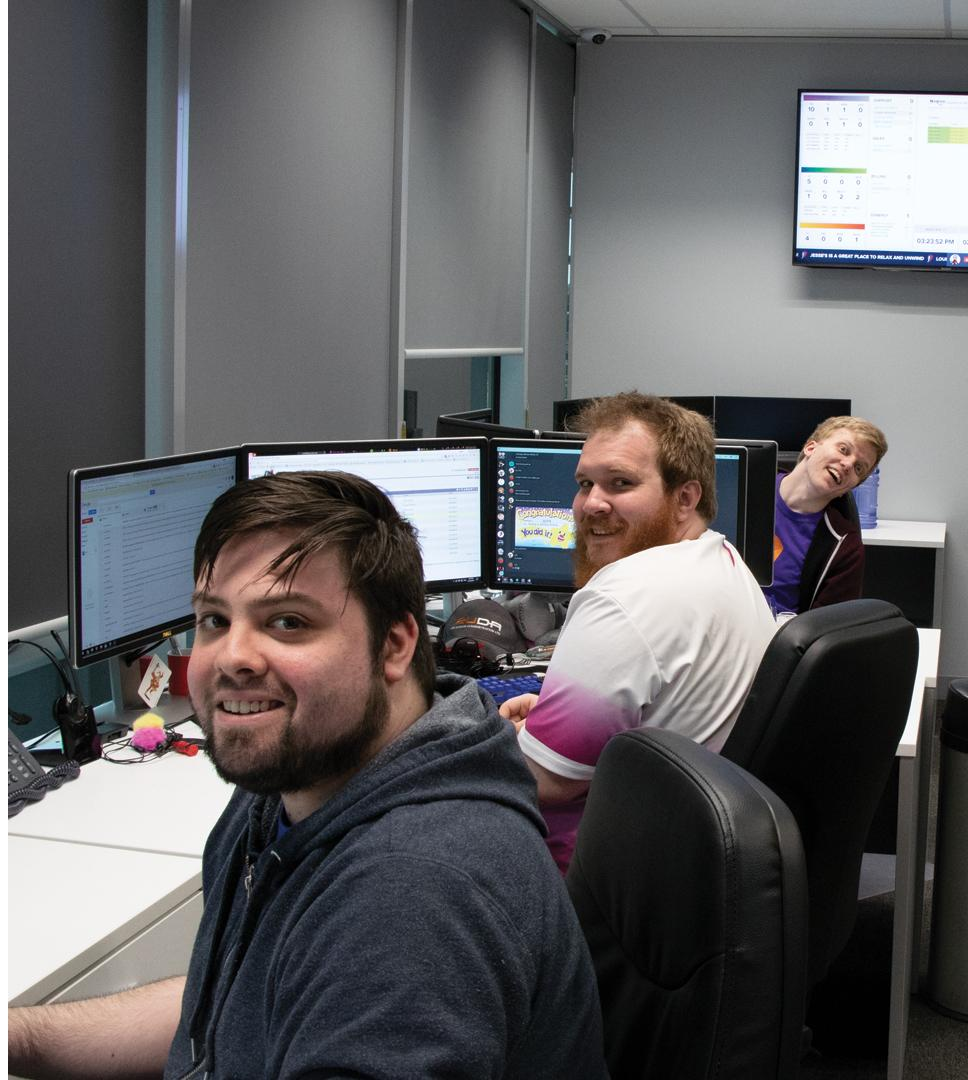
Rewarding Outstanding Performance





Building Solid Relationships

Hiring For The Team, Not The Role





39%

of consumers would rather clean a toilet than deal with an IVR to answer their questions or deal with their complaints.

- Aspect Consumer Experience Index, 2018

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