Going against the grain: Insourcing in ICT

VentralIP 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
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

Gallup State of the American Workplace Report - 2017
Highly Engaged Businesses

17% More Productive

Gallup State of the American Workplace Report - 2017
Highly Engaged Businesses

41% Reduced Absenteeism

Gallup State of the American Workplace Report - 2017
Highly Engaged Businesses

21% Greater Profitability

Gallup State of the American Workplace Report - 2017
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
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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