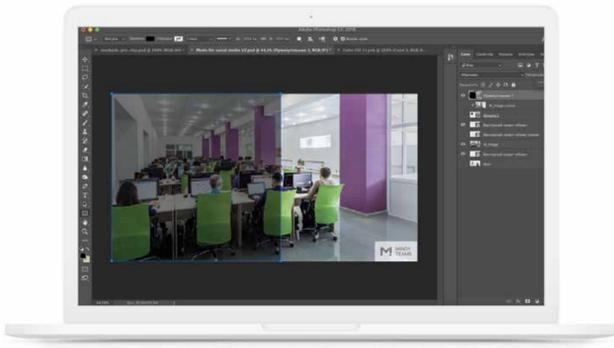




# Case study: Multilingual customer support team



## Client Profile

Industry: Hospitality  
Location: Zug, Switzerland  
Size: 51–200 employees

## Company Bio

Our client provides luxury apartments, cars, and hotel rooms and organizes vacation activities in Switzerland. The company is totally digital and has no physical reception office. They offer self-booking, self-check-in, and 24/7 customer support.

## Overview

Providing support in a customer’s native language increases their satisfaction. However, multilingual customer support isn’t simple to organize because you need to hire and train bilingual agents.

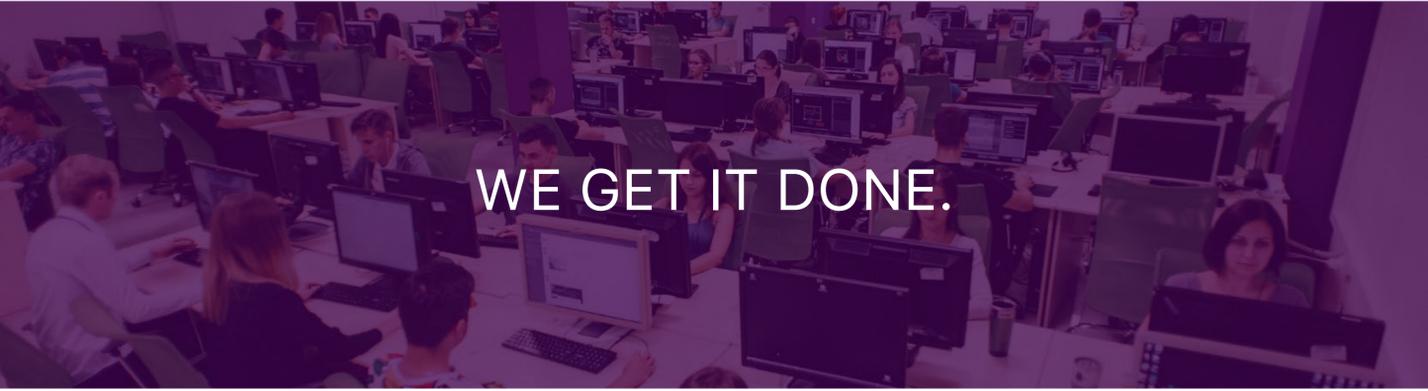
“Thanks to Mindy Support, we built a multilingual team quickly and without stress. Our assistants are smart and professional.”

— **Happy Customer**  
Managing Director



## Challenge

Our client requested a team of customer care agents who could handle customers’ questions and complaints. These agents would help customers book apartments and hotel rooms, find their way to their accomodation, and check in by themselves. Agents would also be available 24/7 to meet any needs during a customer’s stay. This might include handling hotel room service requests, providing information about activities in the area, and answering any questions about the accommodation.



## Solution

— We started by setting up our client with one agent. His responsibilities included traveling across Switzerland using Google Maps to learn the easiest ways to get to different apartments and hotels, contacting apartment managers, working in the client’s automated systems, and chatting with the Swiss team.

— Within two months, the customer care team grew to four agents. Each knew a different foreign language (French, German, Spanish, and Russian), and together they were responsible for managing apartments and bookings all over the world.

*Mindy Support is ISO 9001 certified. Our information security management system (ISMS) is built on the basis of ISO 27001:2013 international standards that helps organizations keep information assets secure.*

**GDPR**  
We are committed to respecting all rights of the data subjects under the General Data Protection Regulation (GDPR) (EU) 2016/679. According to the Article 28 of the GDPR, the relationship between the controller and the processor are regulated by Data Processing Agreement, which we put in place with every Client.

## Results

As a result of our customer support team, our client’s company has increased the number of solved customer issues by 80% and is able to process inquiries five times faster. We set up a well-organized structure, with a team leader and customer support assistants who are monitored by our operations department and need minimum supervision from the Swiss office. This not only saves a lot of time but also cuts costs for our client, while at the same time allowing him to offer excellent customer support.



## About Mindy Support

Mindy Support is an international brand with 6 offices across Ukraine. Since 2013 Mindy Support empowers companies all over the world by providing cost-efficient business process outsourcing with no compromise on a quality. We build effective teams in customer care, marketing, sales, research, data processing and annotation as well as back office support for businesses of all sizes.

