

# Provision of Offshore 24/7 Customer Service for Shell? Not a Problem!

How **Star Solutions** provides seamless offshore 24/7 Out-Hours Support for **Shell** across 7 countries in the region.

## Client Profile



**Company** Shell  
**Industry** Oil & Gas

## The Challenge

- To provide offshore 24/7 Out-Hours Support for Shell Malaysia, Singapore, Philippines, Hong Kong, Macau and Australia.
- Service coverage: Shell Card Manual Transaction Authorization, Card Blocking and Other Enquiries.



Star Solutions provides Shell with offshore 24/7 Out-Hours Customer Service & Support for 7 countries in the APAC region.

## OUR INFRASTRUCTURE & TECHNOLOGY



**STARCall@**  
Our State-Of-The-Art  
Call Center Solution



World Class  
Network & Security  
Protection



High Speed  
Internet



Real-Time  
Dashboard  
Reporting

## OUR PROFESSIONAL 24/7 CUSTOMER SERVICE TEAM



Senior Call  
Center Manager



Call Center Supervisor  
IT Support



Customer Service  
Professionals

## Language Capabilities:

English, Bahasa Malaysia, Mandarin, Cantonese, Tamil, Hindi and Tagalog.

## OUR PERFORMANCE



**>99%**

First Call Resolution



**>80%**

Calls Answered  
In 20 Seconds.

**<4%**

Calls Abandonment



**<0.5%**

Complaints  
Received

**100%**

Complaints Response  
& Resolution

## For More Information, Please Contact:

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