

Courier, Express & Parcel (CEP) BPO Services

For quality customer experience during
the last-mile delivery



Optimize cost, improve process efficiencies and enhance customer experience through IGT's Digital Contact Center services.



Courier, Express & Parcel (CEP) companies manage an essential element of the logistics - Last-mile Delivery. IGT Solutions trusted for over 20 years in the Travel and Logistics industry brings exceptional customer experience in this last leg of the supply chain.

We help CEP companies implement CeX 3.A – which is a perfect balance of Smart Agents, Smart Automation and Smart Analytics in a contact center environment. It enables brands to optimize costs, increase efficiency and create customer delight across the customer care value chain.

Integrated Offerings across the Value Chain



Why IGT?

- Over 20 years of Travel domain experience in simplifying customer interactions through integrated BPM, Technology and Digital Services & Solutions.
- Managing highly differentiated customer experience for 75+ marquee brands globally.
- Employs 13,500+ customer experience and technology specialists in 19 state-of-the-art delivery centers across five continents.