



Customized Solutions for the Utility Market

Deliver the highest level of customer satisfaction & exceeding corporate goals

Harris & Harris provides a wide range of BPO outsourcing services and knows how important each and every customer interaction is to the success of your business. Our extensive industry knowledge paired with the utilization of multiple communication channels, results in the highest level of customer satisfaction while maximizing the overall performance objectives of each project.

When you choose a proven partner like Harris & Harris, you are simply adding an extension to your business that is laser focused on improving the customer experience while, at the same time, driving your company's overall business objectives. Providing MORE than just the necessary tools, Harris & Harris also invests in the customized training of our utility market workforce- tailored specifically to individual client's quality assurance standards.

Customized Solutions:

- ▶ Customer Care Outsourcing
- ▶ 1st Party Active Account Collections
- ▶ 3rd Party Final Bill collections including:
 - Early Out Placements
 - Primary & Secondary
- ▶ Customized Inbound & Outbound Calling Projects

WHY HARRIS & HARRIS



Rapid Response Times

Dedicated teams and assigned designated contacts assure a concierge level of service.



Dimensional Communications

Reaching and responding to customers through their preferred communication channels (i.e. text, phone, email, and mail).



Smart Technology

Automation, machine learning, analytics and artificial intelligence add to our people first approach.



Increased Revenues

Daily account monitoring and auditing with proven results.



Transparent Reporting

Access to on-demand reporting with the ability to drill down on data that is meaningful to the user.



Proprietary Scoring Model

A customized approach to every account determined by precise scoring methods.



State-of-the-Art Security

A leader in data security, our many certifications ensure our compliance and safeguarding of all sensitive information.

THE HARRIS & HARRIS GUARANTEE

We guarantee the dignity and respect of each customer above anything else because effective communication, collaboration and a concierge level approach will always result in positive outcomes.