



BRING YOUR CUSTOMER
EXPERIENCE TO A NEW LEVEL
IN RUSSIA

Worldwide customer service strategies have grown in complexity in three key areas:

- » Availability of accurate information
- » Clear and professional communication without language barriers
- » Time zone efficiencies for customer service and delivery

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LOK Corporation

Our Network - Your Strength

Company member

Companies who provide proactive customer service, considering customers' cultural differences and preferences in language communication become more **valued suppliers**.

Alliance Medical Customer Care's focus is on your business! We believe in driving innovation in global communications and digital services, and are committed to help Companies differentiate themselves with real-time, end-to-end solutions, that deliver outcomes resulting in stronger customer growth, retention and advocacy.

We offer a very distinctive approach in effectively assisting our clients on the Russian market for their Customer Care service by providing three different packages carefully selected to meet your specific needs.

Services	Privilege	Premium	Prestige
Inbound Calls	YES	YES	YES
Your emails received (into English)	YES	YES	YES
Your emails sent (into Russian)	YES	YES	YES
Handling of all Russian leads	NO	YES	YES
Project list contact point	NO	YES	YES
Display at International Exhibition	NO	YES	YES
Email campaigns	NO	NO	YES
Tradeshaw assistance	NO	NO	YES
Training, and workshops assistance	NO	NO	YES
Customer survey	NO	NO	YES
Translation of marketing material	NO	NO	YES

«I think that what makes Alliance Medical unique is their commitment to take our values in their day-to-day operations. Services like Customer Care enable us to execute the kind of one-on-one customer service we're looking for.»

International Sales Director – Monitoring products

«Alliance Medical is a fresh approach to make our customer service more personal to the market. Being able to respond in the time zone and in the language of our customers, proves our commitment to the market.»

VP sales – Oncology products