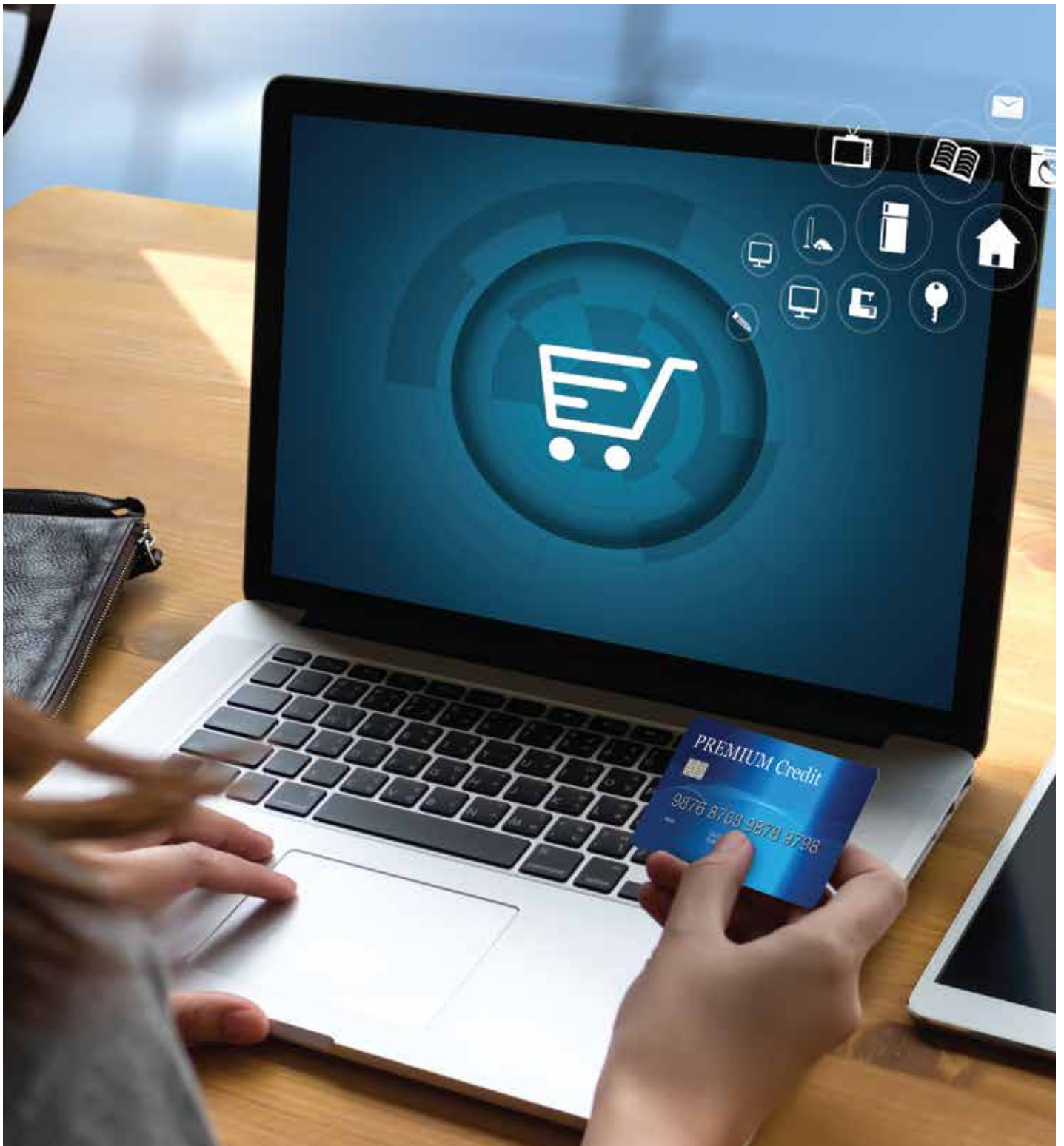


Club Factory



About Club Factory

In the fall of 2013, then 25-year-old Vincent Lou left Facebook and started this business. His passion for products and frustration with the lack of transparency in pricing led him to build Club Factory. While the team skews towards the young, their experienced employees have cut their teeth at places like Amazon, Facebook, Gap, Zara, and J. Crew. They share a passion for pushing boundaries and challenging conventions, making them a perfect client for us.

The Need of the Client

Club Factory required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the long supply chain nature of lifestyle products, time of handling and resolution of tickets raised was of essence.

Solution for the Client

A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of Club Factory. This included a variety of complementary services, built around the core solution consisting of inbound and chat support for the e-commerce business of Club Factory.

Results from the Solution

The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

Club Factory gained the utmost in terms of client satisfaction, as the number of customer support instances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for Club Factory into our existing processes so as to evolve our services for the tech-driven future!