

Colgate Palmolive trusts Datacom to deliver a multilingual service desk to internal IT users across Asia Pacific

Colgate Palmolive is a multinational consumer products company with annual sales of US \$12 billion and operations in 200 countries.



The Challenge

To create a consistent level of IT support for staff across its Greater Asia and South Pacific regions, Colgate sought a specialist technology services provider to consolidate multiple internal and outsourced help desk arrangements.

The Solution

Datacom's centralised service desk support to Colgate's 3,000 employees in 12 countries has given Colgate visibility over its genuine call volumes and increased first time resolve rates for technical queries, to boost satisfaction amongst Colgate's internal IT users. The success of the Asia Pacific service desk means Colgate is now looking to expand the Datacom service into other countries across the globe.

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Contact Centres

Datacom provides contact centre and consulting services for businesses looking to deliver on strategic goals and through expert customer engagement.

Datacom Connect

Datacom has deep experience in both business process outsourcing and cloud and can help transform your organisation showing you how to outsource the functions that are costing your business time and money using BPaaS.

“Both Datacom and MAF worked extremely well together to overcome new operational issues and to achieve the results required. MAF is very pleased with the Datacom approach to this new and complex work.”

CLIVE LILLEY - DIRECTOR SUSTAINABLE PROGRAMMES, MAF