

ShipRight

Contact Center

For over 20 years, our clients have trusted and relied on ShipRight for their outsourced call center solutions. Using state of the art technology, our 100% US based representatives engage your customers via phone calls, emails, chats and social media. Our well-trained professionals place orders, answer questions, up-sell products, save cancellations, resolve disputes directly and if needed, guide the returns process.



LIVE AGENT

Our US based agents use their knowledge of various companies' products, services and policies to assist callers with sales and any product inquiries. They engage customers, listen, educate and create a positive experience while being detail oriented and focused on growing our clients' business.



AFTER-SALES SUPPORT

ShipRight offers after-sales support, an important way to increase customer satisfaction and brand loyalty, and encourage repeat sales. Not every product involves this level of support and follow-up but those that do may require warranty, upgrade, service or additional product information communicated to the customer.



WEB CHAT

ShipRight can manage clients' web chat, allowing customers to communicate directly with brands online in real time. The simplicity and accessibility of web chat makes it an excellent customer service format, allowing users to get answers and solve issues within their current browser window.



EMAIL

ShipRight uses email customer support to resolve ad hoc questions and concerns related to a product or service. We understand any single interaction can make or break a customer experience so we take great care to convey accurate information, personalize communications and respond quickly.



MAIL ORDER PROCESSING

ShipRight processes hundreds of mail orders from our clients' customers every day through our efficient workflow process. The orders are picked, packed, recorded and delivered to our selected shipping carrier for the fastest and most cost effective delivery to the end user.

ABOUT US

ShipRight is dedicated to providing the highest level of customer service to its clients. We listen to and partner with our clients, work hard to exceed their expectations through every interaction, and always stand behind our promises. Our experienced and committed team takes great pride in what they do and our goal is your success.

We offer a broad array of services including **order fulfillment**, **contact center** and **final mile delivery**. These can be utilized as stand-alone services or fully integrated to meet your needs.

Benefit by leveraging our investment, infrastructure and experience so you can focus on the growth of your business. Contact us today and see how we can help you save time, money and stress.

Drew Graham

President and Founder



The former COO of Talk America, a Maine direct marketing success story in the 90's with revenues over \$100MM, Drew has deep experience growing businesses and delivering outstanding customer service. He founded ShipRight in 2000, and has been at the helm of its remarkable growth over the past 20 years. Drew graduated with honors from Massachusetts Maritime Academy in 1983 and his varied sea-going experiences included active participation in the first Gulf War.

Todd Flaherty

Executive Vice President and Partner

Todd began his career as a financial analyst with Digital Equipment Corporation and then joined DHL Worldwide Express in global sales and operations. After 7 years with DHL he relocated back to Maine and helped finance and start ShipRight with Drew. He was responsible for two additional start ups during that period of time, Pinnacle Marketing, a direct response company, and Acadia Credit Card Processing, a merchant processing re-seller. Todd graduated from Babson College in 1986 with an honors degree in Finance.



“ EASY AND SEAMLESS

In the Summer of 2019, we made a decision to find a better outsource solution for our D2C/B2B Fulfillment and Customer Service operation. We decided to use ShipRight, who now ships our Orders and engages with all of our Customers via Phone Calls, Email and Chat. Transitions like this can be difficult and costly but the folks at Ship-Right made this easy and seamless for our Company. Thanks, ShipRight!

Nathan Hamilton
President, Juvenon

DELIVERING AND PROVIDING SERVICES FOR:

