



“Recognized for its broad right-shore capabilities portfolio in Australia and proven ability to provide end-to-end services, Stellar’s continued success in the customer contact outsourcing market in Australia is a result of its focus on people and the quality of experience, driving business outcomes. Focusing on delivering technology-led solutions, the company allowed clients to optimize their customer strategy through digital transformation. These initiatives enabled Stellar to sustain its growth momentum by securing new clients while encouraging organic growth in the existing customer base, yielding great success in areas beyond the government sector, such as travel, utilities, healthcare, and telecommunications.”

Krishna Baidya

Head of Customer Contact Research | ICT Practice
Frost & Sullivan

STELLAR 2019 AUSTRALIA CUSTOMER CONTACT OUTSOURCING SERVICE PROVIDER OF THE YEAR



Frost & Sullivan recognizes Stellar for its excellence in delivering customer experience for leading Australian brands and government agencies. Amid heightening competition, Stellar continues to lead the market with its years of experience in providing customized solutions through its unique blend of technology expertise, best-in-class processes, and exceptional people who enable value-added outcomes for customers through right-shoring. Stellar also utilizes automation capabilities via the deployment of RPA and AI-powered virtual assistants, allowing organizations to optimize their customer experience strategies in an omnichannel environment. The 2019 Frost & Sullivan Australia Customer Contact Outsourcing Service Provider of the Year award acknowledges Stellar’s impressive track record on shared growth strategy that embraces innovation to deliver business outcomes at scale and aligned with future needs.

