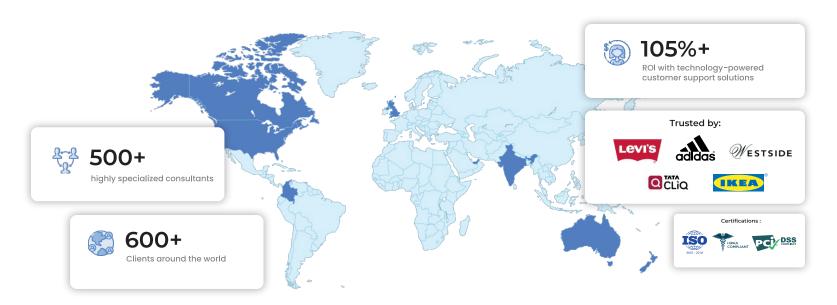# DynaNet

Driving results with technology-powered customer support solutions

2025-2026

DynaNet

Leader in customer support solutions
with 15+ years of experience in the market

105%+
ROI with technology-powered customer support solutions

500+
highly specialized consultants

600+
Clients around the world

Trusted by:

Levi's   adidas   WESTSIDE

TATA CLiQ   IKEA

Certifications :

ISO 9001:2018   HIPAA COMPLIANT   PCI DSS COMPLIANT

Introducing Ai-Driven Support Management for Improved Customer Satisfaction

The Opportunity

The retail industry is a highly competitive market. In order to thrive in today's competitive landscape retail company's main goal should be 100% customer satisfaction

The prospect can be fiercely loyal to their preferred companies, gladly paying a little more to be assured of hassle-free experience

60%
of retail executives rank a differentiated customer service experience as #1 opportunity to stand out from the competition

81%
of retail companies expect CX to be the most important topic in the years to come

44%
of customers have had no interactions with their platform over the last 18 months

DynaNet

How we help Retail Industry

DynaNet is uniquely positioned to help retail clients to improve customer engagement, drive loyalty, and reduce costs - **all while** driving additional revenue

- Increase the sales of the business by helping customers in making quick decisions

- Get more customers using live chat

- Up-sell and cross-sell extra services and offers in real time

- Stay on top of mind with the prospective clients

- Real-time Ai Support Management to Boost Satisfaction and Reduce Costs

ROI

105+%

DynaNet

Our services

Email support

- Round the clock email support with fast and accurate replies to email queries on a 24x7x365 days basis
- Cost effective yet flawless expert support across diverse services and products
- Minimized instances of repeated e-mails, by providing satisfactory solutions to client issues from the first interaction

Live chat support

- Efficient support on your website that handles customer queries and complaints in real time
- Instantly help customers resolve any policy or certificate related issues
- Upsell & Cross-Sell additional coverage
- Better claim management support with highly trained agents

Ai Conversation & Support Management

- Ai chatbot (instant & consistent answers 24x7)
- Intelligent support management: predictive routing, real-time sentiment analysis, customer behavior analytics
- Unified social media customer experience integration
- Fraud detection via SMS & email verification

Other services

- Phone support service based on the state-of-the-art technology and the extensive training of the staff
- Back office services providing time-saving and cost-effective solutions
- Ai-powered tools
- Certified: ISO 9001:2018 Compliance: HIPAA, PCI DSS

Our partnerships

Azure AI services

aws

aircall

exotel

Google Cloud

Ozonetel

zendesk

freshdesk

shopify

salesforce

Proven ability to deliver measurable top and bottom-line impact

The problem

- Retail client's rapid growth presented a number of challenges
- Evident difficulties faced by customers trying to contact the company
- insufficient service speed with multiple customer complaints
- Low work productivity and lack of staff monitoring

Client requirements

- A solution for more efficient communication with customers
- Convenient automated access for consultants with monitoring and reporting tools
- Quick transition / integration
- Multiple touchpoints

Results

- Significant streamlining and consolidation of processes and seamless customer support
- Integration of various services to ensure high-touch support via multiple channels
- Real time analytics and feedback on the performance
- Full integration within less than 2 weeks, with visible results after the employment including improved customer experience and higher NPS score; as well as reduced number of complaints and 65% faster response times
- Ai Support Management implementation increased customer satisfaction by 30% within 3 months

Why DynaNet

24x7x365 Services

- True 24x7 services covering all time zones

Rich experience

- 15+ years of rich customer service experience

Stringent data security

- Assuring your data is safe with us

Trained staff

- Highly qualified resources

Simple and affordable prices

- Transparent pricing; no hidden charges

Compliance & Security:

- ISO 9001:2018 certified HIPAA & PCI DSS compliant

A moderate increase in Customer Experience generates an average revenue increase of $823 million over three years for a company with $1 billion in annual revenues

Enhanced Customer Satisfaction & Loyalty

"Working with DynaNet transformed our customer service operations. Their comprehensive support across all channels resulted in happier customers, reduced complaints, and significantly increased loyalty."

HEAD OF E-COMMERCE, Tata Group (Westside)

Increased Operational Performance

"With DynaNet's reliable and comprehensive customer support, we've seen significant improvements in operational efficiency, reduced costs, and increased customer satisfaction. Truly a valuable partnership."

SENIOR DIRECTOR OF CUSTOMER CARE, Arcade1Up

Exceptional Customer Experiences

"DynaNet's support solutions have enabled us to consistently deliver exceptional customer experiences. Their proactive management has set a new benchmark for service excellence."

HEAD OF CUSTOMER EXPERIENCE, Puma

DynaNet

Contact Us

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🌐 www.dynanet.support

📍 Auckland | Dubai | Melbourne
Mumbai | New York | Toronto

SCAN ME

2025-2026