

Nomination: 20413

Dishant Bhojwani - Global Chief Operating Officer

Page: General Information

Name of Organization / Company

IntouchCX

Logo

Download File (https://asiastevieawards.secure-platform.com/file/31726/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjozMTcyNiwiYWxsY3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6ImInbmIntouchCX_Primary%20%281%29.png)

Web Site Address

<https://www.intouchcx.com/> (<https://www.intouchcx.com/>)

Page: Entry Information

Entry Title

Dishant Bhojwani - Global Chief Operating Officer

Category

X01 - X15 - Individual Professionals > X03. Most Innovative Customer Service Executive of the Year

Submission Format

An Essay of up to 625 Words

Essay

Dishant Bhojwani, Global Chief Operating Officer at IntouchCX, exemplifies visionary leadership and innovative thinking. He has driven transformative growth, strengthened IntouchCX's global footprint, and solidified its reputation through strategic acquisitions, world-class leadership development, and an empowering work environment.

Corporate Expansion and Team Growth

Dishant's leadership has been pivotal to IntouchCX's global expansion. He has made key decisions to enter different geographies and markets to be able to deliver the services and talents needed to support clients needs.

In 2023, Dishant Bhojwani spearheaded the launch of IntouchCX's pan-Asian hub in Kuala Lumpur, leveraging Malaysia's multicultural workforce to meet diverse language requirements. That same year, a new site in Clark, Philippines, expanded access to top talent.

In January 2024, IntouchCX exceeded its goal of creating 500 jobs in Cairo, growing to 680 employees across two sites under Dishant's leadership. These expansions enhanced the company's global service capabilities while driving economic growth and creating meaningful opportunities.

Under Dishant Bhojwani's leadership, IntouchCX's APAC and Africa headcount grew from 7,000 to 17,000 in three years, with a 38% revenue increase from 2022 to 2024. This reflects his dedication to fostering a supportive environment for clients, employees, and stakeholders.

Strategic Sprints: Enhancing Client Operations by Precision Problem-Solving

In navigating the work to be performed for the 70 different clients served out of APAC—Africa, Dishant has led his team in ensuring a consistent and laser-like focus on removing roadblocks and challenges that get in the way of excellent customer experience and delivering on its commitments to all clients.

Utilizing IntouchCX's proprietary Strategic Sprint methodology to deliver targeted solutions to complex client challenges has been able to bring value-add solutions for various clients.

For a car-sharing app, Strategic Sprints tackled issues like license expirations and refund accuracy, achieving a 42% reduction in guest no-shows caused by expired licenses and a 100% improvement in refund process accuracy.

AI-Powered Efficiency by Sidd Spark

Dishant has also been a key advocate and supporter for Sidd Spark, Dishant championed the use of SIDD Spark for a myriad of clients - seeing the potential the tool could bring to enhance customer experience while at the same time providing Intouch employees with support during their day to day work life.

For one client, IntouchCX's advanced AI solutions streamlined repetitive tasks for an on-demand workforce client. The tool delivered a 10-second reduction in aftercall work, surpassed a CSAT (customer satisfaction) target of 92.61%, and enhanced agent productivity with faster resolution times.

Transforming Training and Employee Development

Under Dishant Bhojwani's leadership, IntouchCX revamped training for a delivery service client, reducing incorrect reason codes by 35% and enhancing customer interactions through scenario-based learning. By partnering multimedia teams with instructional design experts, the company reimaged training to boost engagement, effectiveness, and speed to proficiency.

Revolutionizing Multilingual Support with Mosaic Languages.

In 2023, IntouchCX launched Mosaic Languages solution, transforming multilingual customer service for an online learning provider. By enabling real-time responses in over 100 languages, service-level agreements improved by 68.5%, Average Handle Time was reduced within 90 days by 10%, and there were over 50% cost savings on support-related expenses. Mosaic Languages eliminated geographical and linguistic barriers.

We Like to Win!

IntouchCX has "Our 10 Things" in place of the usual vision-mission statements. One of the 10 Things is "We Like to Win," and Dishant truly embodies the spirit! His innovative leadership has garnered significant accolades, including but not limited to the 2024 Asia-Pacific Stevie Awards, where he received a Gold for Most Innovative Customer Service Executive of the Year, a Silver for Thought Leader of the Year, and a Bronze for Most Innovative Leader of the Year.

Dishant also actively contributes to leading industry publications. He is an active member of the Forbes Business Council, where he shares insights on various topics.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements since July 1 2022, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

Credits

Dishant Bhojwani, Global Chief Operating Officer, IntouchCX

Do You Have Supporting Files You Would Like to Upload?

Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

File 1



File 2

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

File 6

No File Uploaded

File 7

No File Uploaded

File 8

No File Uploaded

File 9

No File Uploaded

File 10

No File Uploaded

Do You Have Website URLs you would like to link to

Yes

URL 1

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

URL 7

URL 8

URL 9

URL 10

By your submission of this entry to The Stevie Awards you verify that you have read and agree to abide by the regulations, terms and conditions of the competition (<http://asia.stevieawards.com/rules-and-terms-conditions-competition>).

Terms and Conditions

I Agree