

Plus⁺500



Boost to Global Market for Plus500






Client

Plus500 is a leading provider of Contracts for Difference (CFDs), delivering trading facilities on shares, forex, commodities, cryptocurrencies, ETFs, options, and indices, alongside innovative trading technology. The Plus500 is a rapidly growing CFD provider in Europe and Asia and is currently offering its portfolio of over 1000 instruments to over a million clients.



Challenge

-  expand international team with development and support specialists
-  screen, recruit and onboard technical and non-technical specialists with sufficient skills, applicable background and excellent level of English
-  build and maintain 24/7 support team



Solution

- Plus500 with the help of SD Solutions managed to increase its resources by 18 employees in the short term
- SD Solutions supplies 24\7 support services with different levels of complexity
- SD Solutions found and appointed the manager of the support team responsible for onboarding of new employees, training, and administration



SD Solutions is our trusted partner for two verticals: mobile development & customer support. Being a CEO at Plus500 BOS, I would highly recommend this company if you need to extend your team with great professionals promptly and without losing quality in communications and infrastructure



Alon Cohen Naznin
Group COO in Plus500

Outcome

- the first response time improved from 24hrs to 15 minutes after the request
- Plus500 started providing customers with 24/7 support services, including holidays and weekends, using various support lines
- the company has implemented a daily reporting on system performance and server notifications monitoring
- by performing high-quality services, Plus500 remains a competitive platform on the global market capable of supporting successful businesses by providing Contracts for Difference (CFDs), delivering trading facilities on shares, forex, commodities, cryptocurrencies, ETFs, options, and indices, alongside innovative trading technology



Contacts

We'd love to provide more details,
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