

# INCREASING THE VELOCITY OF EXPERIENCE TRANSFORMATION

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Thank you so much for what you and your team have brought to the table. We are a better company and are closer to realizing our most important objective of improving our Customer's Experience, because of it."

**CEO** Global Money Services Company

## Our Comprehensive Solutions

OMNICHANNEL CX	<ul> <li>Customer interactions across digital platforms like web, mobile, and social media with automations, ensuring a unified experience.</li> <li>Utilize Conversational Bots &amp; Gen-AI to improve agent productivity while enhancing customer satisfaction and loyalty.</li> </ul>
CLOUD CONTACT CENTER	<ul> <li>Enhance operations with AI routing, secure call management, and insightful dashboards for a holistic analytical view.</li> <li>Leverage cloud services for dynamic call volumes, scalable, consistent and secure/high-quality engagement.</li> </ul>
ITSM MODERNIZATION	<ul> <li>Deliver diverse enterprise/IT services using workflow automations, AI self-service and orchestrations.</li> <li>Streamline workflows, quicken response times, and boost service quality with automated solutions for problem, change &amp; asset management.</li> </ul>
CUSTOMER ANALYTICS	<ul> <li>Employ hybrid data infrastructure combined with AI to consolidate customer behaviors and insights.</li> <li>Leverage AI to make strategic, data-driven decisions for cross-selling and up-selling campaigns, utilizing scalable and agile cloud analytics.</li> </ul>

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SOLUTION PARTNERS

servicenow Streshworks

Senesys

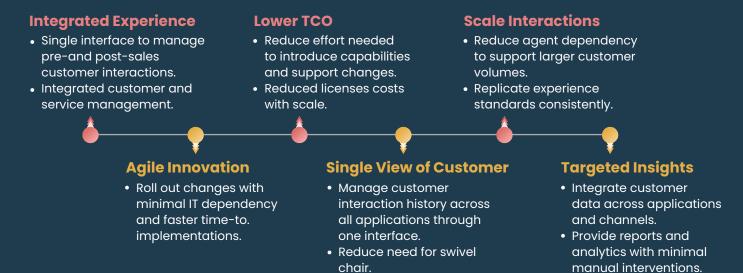


Azure

aws



## Transforming the Experience for the New Reality - Beyond the Pandemic



### **ROI-Driven Services**



#### **TRANSFORMATION**

- CX Transformation Strategy
- Integrated Journey Design
- To-Be Service Mapping
- Technology Architecture
- Strategic Sourcing & Vendor Management



#### **TECHNOLOGY**

- Program Management
- Deployment & Configuration
- Integration & Migration
- Managed Support
- Technology Optimization



#### INSIGHTS

- Cloud Data Migration and Data lake
- Omnichannel Customer Data Platform
- Upsell/Cross-sell Analytics
- BI and Reporting

#### Delivering Business Outcomes

