



TAP INTO **THE POWER OF CX** WITH SERVION AND NICE

Customer Experience: The journey ahead

Customer experience is a critical differentiator in an increasingly commoditized world. For businesses to survive, they must consistently exceed customer expectations. Organizations that deliver fragmented customer experience, end up with high customer churn, loss of market-share and reputational damage. In addition, when they fail to personalize services and fully understand their customers, they will miss out on vital revenue-generating opportunities and fail to build customer loyalty. Finally, a lack of strategy around customer journey design or systems for measuring success, will inevitably result in rising costs, inefficiencies and poor quality of service.

Servion has been at the forefront of Customer Experience Management for more than 20 years, working with blue chip companies - including many of the world's largest banks and telecom operators. It delivers measurable outcomes; including ongoing business performance, insight into customer desires, and Next Best Actions that benefit customers through its vendor-agnostic consultancy and customer journey design; infrastructure optimization and integration with advanced digital technologies; data-driven insights into business operations and specific domain expertise, and industry-specific IP platforms. This holistic approach helps businesses to meet customer expectations while harnessing analytics to better understand customers, as well as bringing technologies together to make it all work, and measuring outcomes to keep improving the end experience.

Servion - NICE Capabilities

Over the years, Servion's partnership with NICE has led clients worldwide to harness cutting-edge customer experience solutions and superior system integration capabilities. Widely recognized as one of the most innovative technology providers in the world, NICE strategically complements Servion's comprehensive portfolio of platforms, solutions, and offerings.

Backed by NICE's 30+ years of experience and expertise, Servion provides solutions that enable

businesses to deliver an effortless, consistent, and personalized experience throughout the customer journey, such as:

- Customer Interaction Analytics
- Workforce Optimization
- Contact Center Compliance
- Contact Center Managed Services
- Robotic Process Automation
- Handle Time Optimization
- Authentication and Fraud
- Sales Optimization



WORLDWIDE PIONEER IN CUSTOMER EXPERIENCE MANAGEMENT (CEM)

OVER 2 DECADES OF CUSTOMER INTERACTION MANAGEMENT EXPERTISE

OVER 600 SATISFIED CLIENTS IN 60 COUNTRIES ACROSS 6 CONTINENTS

ONLY CONSULTING-LED CX SOLUTION PROVIDER IN THE INDUSTRY

Currently serving
10billion
customer interactions

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About Servion Global Solutions: Servion enables business transformation for enterprises in the area of Customer Experience Management. Over the last two decades, Servion has evolved from being a single channel expert then to now converting omni-channel touch points into customer journeys with over 10 billion customer interactions in 60 countries across 6 continents. Servion's CX experts based in USA, UK, UAE, Singapore, and India deliver measurable outcomes through consulting, advanced technologies and industry-specific IP platforms. For more information, visit us at www.servion.com | marketing@servion.com

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