



INNOVATE THE CUSTOMER SERVICE EXPERIENCE

Servion enables brands to deliver on their promised customer service experience with best-in-class operational excellence

Crafting CX solutions
www.servion.com

Your trusted provider of contact center and customer experience solutions

For more than 25 years, Servion has focused entirely on helping large enterprises and midsize companies tame the challenge of offering great Customer Experience (CX) while operating cost-effective service organizations.

Trusted by over 600 customer-centric brands, Servion is your partner in assembling solutions for memorable digital experiences using the best available technologies and maximizing your existing investments.

Our 1100 CX professionals apply their passion to the entire build-run-optimize solution lifecycle:

- **Crafting the ideal** experiences for both your customers and your agents.
- **Taking full responsibility** for architecting and implementing your solution or augmenting it.
- **Outsourcing the management** and the optimization of your technology stack.

Using technology to deliver great experiences to your customers and employees

Servion provides options to assemble, augment, or manage your solution. Servion makes the complex simple, integrating the 12 to 15 customer service applications that enterprises typically use to empower your agents to deliver the experience you expect.



Contact Center and Migration to the cloud — deploy, modernize, or transition your contact center to the cloud.



Application Development — put experience at the center with purpose-built engagement apps, integrating systems & data, and customer process automation.



Managed Services — outsource your contact center technology management and ongoing optimization to focus on your core competencies.

The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 85
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development



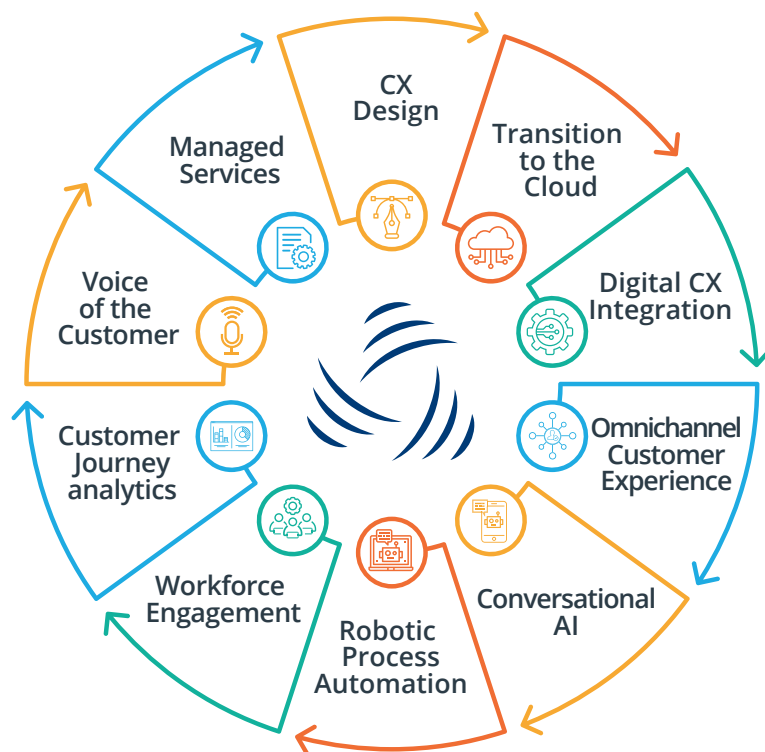
Automation and Self-Service – maximize self-service on all channels using speech, biometrics, and conversational AI technologies; automate your operations with workflow software and Robotic Process Automation (RPA).



Analytics & Workforce Engagement – make the most of your human capital with Workforce Engagement & Optimization applications; gain deeper insights with speech and interaction analytics; consolidate your analytics and customer data.



Digital Customer Service – activate new digital channels; shape up your traffic leveraging deflection and containment strategies; create unique experiences that unify customer journeys.



For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running, and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1,100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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