



Maximizing the Business Value of Contact Centers and Collaboration Solutions

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Customer experience is the new battleground for loyalty and make contact centers are at the heart of it. In real-world service situations how often does service delivery meet brand promise?

A flawless customer experience

Brand commoditization has become the order of the day, but some brands still gravitate customers toward them. Delivering exceptional customer experience is what differentiates these iconic brands from the rest. Customer experience has now become the holy grail of building customer loyalty. Contact Centers continue to be the real moment of truth for customer experience, but how often do we see them deliver the experience the brand's promise?

Does your Contact Center work together to deliver this customer experience?

Infusing orchestral synergy

A symphony orchestra is probably a perfect metaphor for a Contact Center. Made up of diverse group of people, processes, skills and technologies, a Contact Center, similar to an orchestra, brings all units together to make a harmony. Predictable and reliable customer experience requires continuous and concentrated effort, for which you need a musical director a conductor for your Contact Center.

How do you make your Contact Center system performance predictable?

Focus on your core business

Enterprise leaders today have tremendous pressure to deliver business results. While reducing cost is often the driver for the businesses, the real benefits are more than just cost savings. What matters the most is choosing the right partner to manage your Contact Center. You need a partner who is not just a technology specialist but someone who knows how to create Customer Experience. By Design.

Do you spend more time managing this technology rather than focusing on your core business?

To deliver flawless customer experience, you need someone who can unify the Contact Center, set the tempo and design the quality of customer experience that brands promise, just like a how a conductor of an orchestra creates a musical performance.

Servion Managed Services

ServCare, the Managed Services solution from Servion is designed to offer the right support to Contact Centers and Collaboration solutions, enabling enterprises to deliver flawless customer experience in accordance with their brand promise.

Through Intellectual property tools, frameworks and processes, coupled with a consultative and performance-focussed methodology, ServCare ensures optimal operation. This management of technology infrastructure translates to greater business benefits for customers.

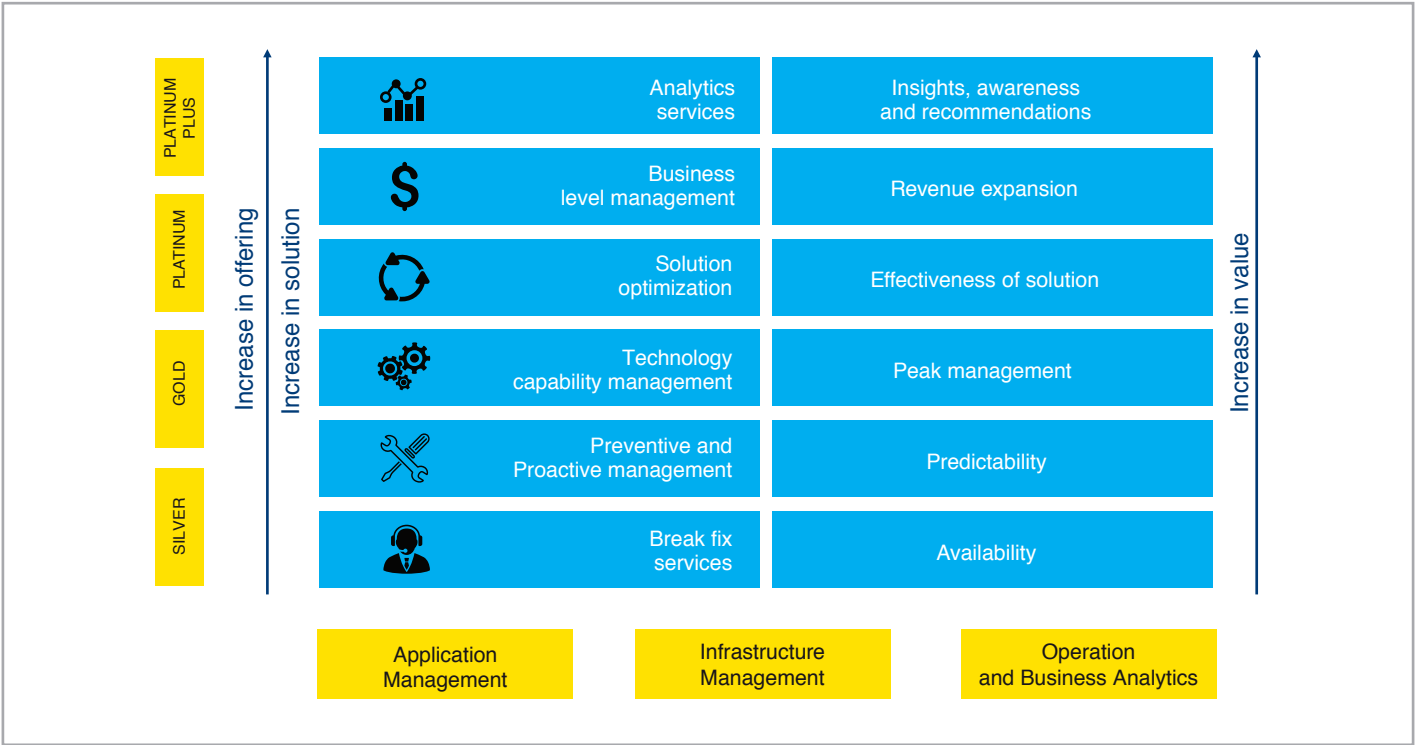
ServCare is a comprehensive and flexible Managed Services offering from Servion with focus on availability, optimization, adoption, operational and business intelligence. ServCare provides business owners the ability to streamline and manage their IT operations that augments customer retention, satisfaction and experience by minimizing IT disruptions.

ServCare assists customers by establishing a joint governance framework that reduces the Total Cost of Ownership (TCO) and improves service delivery.

By bringing a proactive and preventive-based problem management approach in the ITIL based incident, knowledge and change management processes, ServCare creates cohesive customer interaction channels that optimize the overall operational efficiency of the enterprise's collaboration platform.

In addition, ServCare's predictive approach to operational and business analytics helps derive actionable insights that is crucial for the future growth of the business enterprise.

Reduce costs, raise operational performance and enhance customer experience and satisfaction with predictive IT infrastructure management.



Business benefits

Focus on competitive advantage

Focus on what you do best, leave the rest to a specialist

Risk management

Improved risk mitigation, assured uptime, and secured integrity of customer data

Automation

Automation tools to drive costs down and improve system availability

Maximize ROI

20 – 25% cost reduction on manpower, performance efficiency, and capacity planning to maximize current investments

Problem resolution

Proactive monitoring and custom tools for managing applications

Best practices

20 years of domain expertise across multiple platforms that helps increase efficiencies and cross-platform capabilities

About Serviont 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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