

# Company Overview

## Contact Solutions invents real customer service.

Our patented technology, optimized solutions, and culture of continuous improvement deliver a more personalized customer experience. **Guaranteed.**

Customer experience (CX) is only as good as your weakest link...One bad experience can have negative impact beyond just that single touch point. Sustained, positive CX improves loyalty and retention, increases referrals, and ultimately affects the bottom line. So when the status quo is clearly not good enough, why do so many organizations ignore opportunities to improve?

Contact Solutions provides self-service solutions that continuously improve the customer experience while reducing operational costs. Our patented processes and technologies combined with our Continuous Improvement Methodology™ offer our clients a unique opportunity to implement solutions guaranteed to deliver measurable results.

## Compelling Results...Guaranteed

At the core of our business are your results. We ensure our clients achieve their customer experience goals...and continue to do so well after initial deployment. Contact Solutions has delivered successful business results for hundreds of companies since 2002. Our solutions typically provide ROI in just 2–4 months:

- Enhanced customer experience
- Improved financial performance
- Increased operational efficiency

Contact Solutions measures, tracks, and verifies customer experience and financial performance improvements. We provide regular status reports to our clients, ensuring visibility to metrics that help drive better business decisions.

## Goal Congruency

Contact Solutions aligns continually with our clients' specific business goals... and not just at the start. Over time, our solutions evolve to always stay aligned with your strategic objectives. In fact, we are incented to do just that. We are successful because our solutions are in lock-step with your goals. We meet our commitments to our customers, and we help you meet yours.



## Contact Solutions by the Numbers

- 1 billion:** Customer Service interactions managed each year
- 4:** Carrier-class, secure, US-based data centers
- 10:** Years delivering Continuous Improvement results
- 0:** Times we have missed an agreed-to client result
- 27.4:** Average percentage increase in client CX Rating<sup>1</sup>



Inventing Real Customer Service™

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## Continuous Improvement

Too many organizations set their customer contact strategy and then forget about it. But, the key to achieving and sustaining a high customer experience rating<sup>1</sup> is continuous improvement. A proactive, quantitative focus on improving customer satisfaction can drive loyalty, retention, and growth across your customer base.

With Contact Solutions, you do not stand still. Our Continuous Improvement Practice is embedded in your solution and lasts throughout the life of our relationship. We deliver solutions that leverage proven processes and patented technology that improve the customer experience while reducing operational costs, again and again – not just at initial implementation.

*"We have found that enterprises that do not continuously analyze and improve their self-service systems could be leaving more than half of their potential savings on the table."*

Paul Logan, CEO, Contact Solutions

*"Inventing real customer service is our passion. We are continuously developing innovative ways to personalize the customer experience."*

Paul Logan, CEO, Contact Solutions

## Scalable Technology

To ensure scalability and continuity of your customer experience, Contact Solutions technology — software, IT infrastructure, communications — is cloud-based. Our solutions take advantage of four secure, high-performance, US-based data centers to scale quickly in times of high traffic volume and ensure CX continuity for your customers. Solutions are always tailored to meet our clients' specific needs and include:

- Trusted reliability and mission-critical performance
- Distributed operations for business continuity
- Web services integration
- Managed infrastructure (end-to-end performance, capacity, operations, maintenance)
- Managed applications (performance, upgrades, configurations)

**Contact Solutions invents real customer service.** Our patented technology, optimized solutions, and culture of continuous improvement deliver a more personalized customer experience. **Guaranteed.**

Our Continuous Improvement Methodology™ has improved the customer experience for every client — with an average CX rating increase of 27.4%<sup>1</sup> — while lowering costs. This unique model quantifies the customer experience, enabling our clients to continuously improve performance and achieve ROI, year-after-year. Contact Solutions is one of the top-five largest hosted IVR providers in North America and the recipient of the Frost & Sullivan Product Differentiation Award. For more, visit [www.contactsolutions.com](http://www.contactsolutions.com).

<sup>1</sup> The Contact Solutions CX Rating quantitatively measures customer intent, interaction and perception.



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