

## Operations and Technology

Our broad capabilities in process design and improvement, enterprise transformation, IT optimization and performance management allow us to bring innovative perspectives that bridge the gap between strategy and execution.

### Balancing experience with efficiency

Providing better customer experiences at lower cost is no longer an option in today's business climate – it's a requirement. Meeting customer expectations while achieving financial targets requires operational excellence. The question is how to strike this careful balance between customer experience and operational effectiveness.

TeleTech's consulting team is dedicated to helping clients take a customer-centric approach to navigating the complexity of today's business climate while realizing world-class performance. Our broad capabilities in process design and improvement, enterprise transformation, IT optimization and performance management allow us to bring innovative perspectives that bridge the gap between strategy and execution. Through innovative tools and proven techniques (such as Lean Sigma and High Performance Culture), we work hand-in-hand with clients to optimize business processes, build a culture of continuous improvement, and transform the enterprise

We have a deep history in working with the operations teams of the world's top companies – and the functional and cross-functional interrelationships that drive exceptional enterprise performance. Our Operations and Technology Practice helps clients:

- Improve contact center operations
- Reduce cycle times
- Eliminate waste and redundancy
- Improve productivity
- Optimize SG&A
- Align IT resources for customer and organizational excellence
- And much more ...

### Strategic Capabilities and Services:

#### Contact Center Design

Delivering superior customer experiences through the Contact Center requires more than strategy on a page or the implementation of the latest technology innovation. For an organization to drive the greatest value from its Contact Center operation, it's important to bring together strategy, process alignment, and organizational readiness. Our Contact Center Design capabilities cover all aspects of service success from workforce management modeling to IVR strategy, complaint handling process design to continuous improvement programs.

#### Multichannel Engagement Strategy

Customers don't see your business in terms of channels, products, or service lines. They see one brand; and when interacting with any aspect of your business they have very specific expectations: the enterprise learns about me and will remember my preferences, my experiences

will be consistent across channels, and interactions will be relevant regardless of channel or product. Through an integrated strategic, analytical, and implementation capabilities, we offer a holistic approach to designing, developing, and implementing multichannel engagement programs. Our capabilities in value mapping, data management, and channel strategy design ensure that we can help clients deliver frictionless customer experiences.

### Technology Modernization

Companies that view buying and integrating technology as becoming customer focused will fail to realize the significant ROI to be gained from an optimized Customer Experience. Efforts will under-perform—not because the technology didn't work, but because the organization did not establish any or all of the following: (1) a well-planned vision and strategy supported by executive leadership; (2) actionable customer insight; (3) optimized processes that are both efficient and customer friendly; (4) measures to ensure adoption, such as training, incentives, and metrics alignment. We help clients ensure that they're driving the most possible value from their investment in customer-centric technologies by bringing a strategic perspective to the initiative, streamlining processes, and ensuring the organization is ready to use the technology to improve performance and drive customer growth.

### Why TeleTech?

Our team includes customer strategy experts; leading authorities on business process management, process improvement, enterprise transformation and performance management; as well as technology practitioners. We bring deep experience from working at clients across industries and around the world. Our team has designed hundreds of strategies, re-engineered countless operational processes, analyzed millions of data records, supported the implementation of numerous technology implementations, and delivered significant financial impact for our clients.

### Contact TeleTech:

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