



ServCloudSM

Delivering an engaging Customer Experience
on the cloud

 servion^t

www.servion.com

Moving your Customer Experience Management to the cloud promises to yield huge benefits to any enterprise, yet many are cautious to make the shift. Perceived high costs of migration, challenges in integration, lack of skills and the overall impact on IT organizations contribute to businesses being wary of the cloud. This calls for a next generation, cloud-based CX-platform that can reduce the complexity of migration without compromising on performance, security and control; one that fulfills the need for pre-built integration, additional capabilities (such as advanced analytics, NBA, omni-channel) and accelerates time to value.

Are migration challenges blocking your contact center's cloud adoption journey?

The key is to leverage ServCloud, a comprehensive cloud-based customer experience platform, built on Cisco HCS, that ensures effortless cloud adoption. ServCloud seamlessly integrates data across multiple channels with prebuilt integrations to a range of contact center applications and services. ServCloud features integrated analytics and next best actions engine that offers a completely omni-channel customer experience. Whether it's email, inbound and outbound calls, chat or social media, ServCloud enables enterprises to engage with customers in meaningful conversations, and provides a consistent, contextual and omni-channel experience, using your customers preferred channel.

Even though CX leaders realize that the cloud has the power to transform the contact center with its flexibility, scalability and anytime, anywhere access, there has been a traditional bias towards on-premise infrastructure. Moving complex customer interaction management applications to the cloud are plagued by concerns about security and loss of control. The lack of trained cloud professionals who can oversee this transformation adds to the challenge. How do contact centers overcome these challenges and unlock the power of customer experience on the cloud?

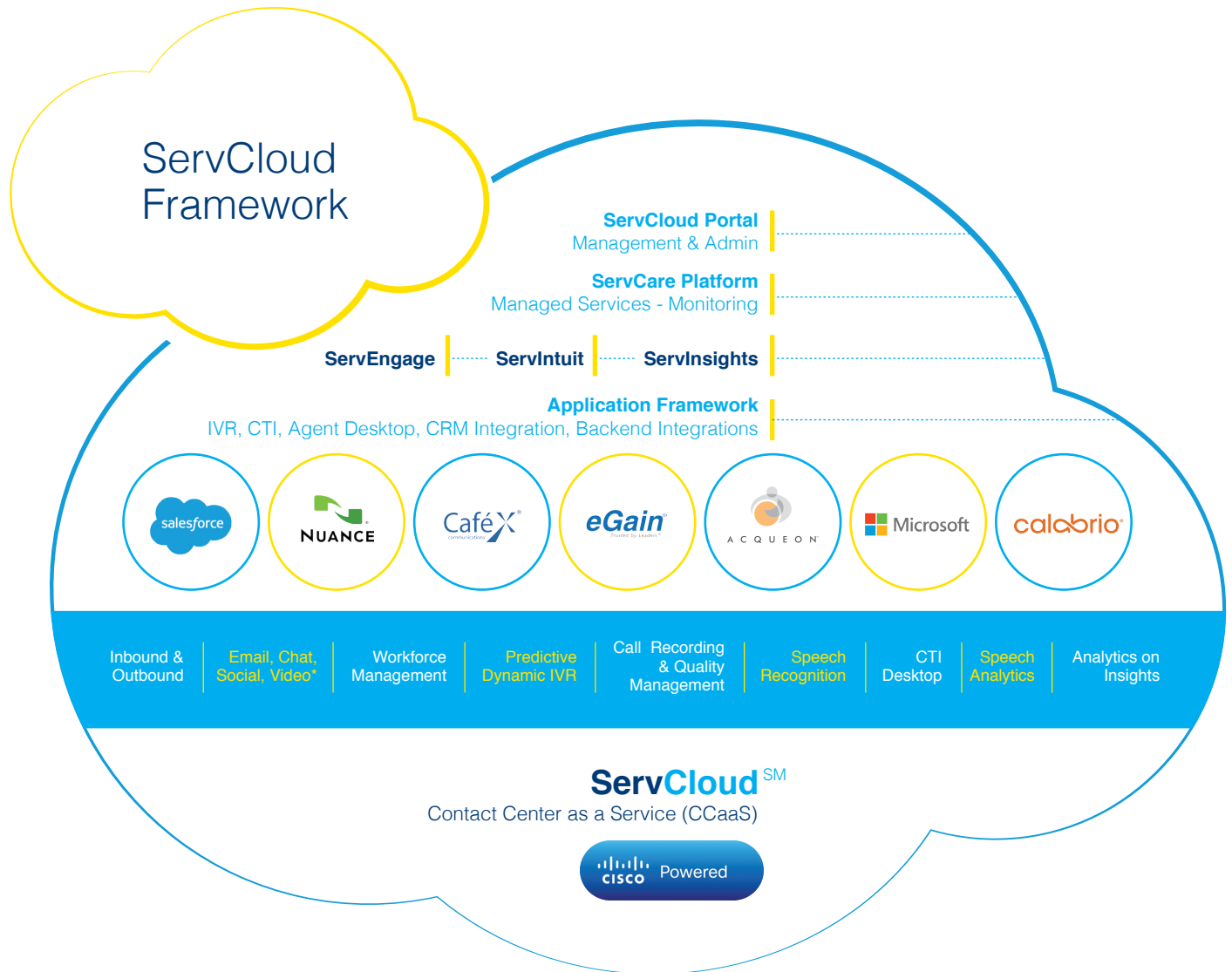
Why Go ServCloudSM

Unlike traditional CCaaS and UCaaS offerings, ServCloud is an adaptable cloud-based CX-platform that gives enterprises the power of optimal operations and omni-channel customer experience.



ServCloud Features:

- Industry leading SLAs
- Multi-platform support
- Accelerates and simplifies CX-cloud adoption
- Global footprint and global delivery capabilities
- Adheres to highest standards of security, reliability and availability
- Enables cost containment with flexible pay-by-use models
- Multiple packaged offers to fit different needs
- Certified by Cisco and powered by Cisco HCS
- Available Real-time and Historical Dashboards
- Available Web-based IVR flow configuration and rules engine



Harness ServCloud for enhanced flexibility and predictability

ServCloud offers a best-in-class solution enabling an enterprise to consume contact center and universal communications via a Cloud Delivery model utilizing a pay-by-use model. This empowers enterprises to focus on their customer experience without getting bogged down by the hassles of costly IT investments and on premise maintenance. With Servion's ServCloud, you have the ability to scale your contact center operations on demand without needing to make significant investments in hardware that only get utilized for short periods of time.

Cloud Adoption made easy with ServCloud Portal

The ServCloud portal is a browser-based management solution bundled with every ServCloud implementation. It enables enterprises to manage contact center operations locally and globally without having to acquire any new skills. The Portal enables rapid changes of agents, teams, skills and queues reducing the amount of time needed to respond to the dynamic nature of a modern contact center.

In addition, the ServCloud Portal enables easy configuration of universal communications options such as DID assignment, physical and softphone configuration, voicemail and even extends to outbound campaign management.



ServCloud Offerings

ServCloud offers customizable offerings to fit different enterprise needs

- Workforce Optimisation
- Quality Monitoring and Recording
- Inbound / Outbound IVR & CTI
- IP Powered CX Platforms - ServIntuit, ServInsights, ServCloud Portal, ServCare
- Digital Channel Management E-mail / Chat / Social Media
- Analytics - Real Time and Historical

Who will benefit from ServCloud

Unlike traditional CaaS and UCaaS solutions, ServCloud offers an entire suite of CX-capabilities. Any enterprise that wants to achieve any of the below goals will benefit from ServCloud:

- Transform contact centers into an omni-channel Customer Engagement Hub
- Move capital expenses to operational expenses
- Move from single channel to multi-channel customer service
- Upgrade to a best-in-class infrastructure
- Consolidate multiple contact centers
- Better support remote offices and home-based agents

Industry Partnerships

Servion holds several certified Cisco partnerships across the globe as well as partnerships with many other organizations

- Global certified ATP Partner
- Advanced UCT specialized partner
- Satellite ATP in UK
- UCCE and CVP ATP and Master UC in India, US.
- Cisco CMSP (Cloud and Managed Services Provider) Powered by Cisco HCS
- Tier III Gold Certified Data Center




The Servion Difference

Servion is committed to helping clients deliver next-generation customer service. We combine more than two decades of experience in providing Customer Experience Management solutions and have extensive knowledge of customer journey design to deliver an unprecedented value to our clients.

- Consulting-led approach and strong IP-based platforms that extend, augment, and upgrade existing systems for superior ROI
- Focus on efficiency and effectiveness by providing people, process and technology -based recommendations
- Unbiased vendor agnostic recommendations
- Powerful, proven analytics, methodologies and tools for implementation success and follow through

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 omnichannel 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

Servion is a registered trademark worldwide. The mention of other product and service names might be trademarks of other companies. This document is current as of the initial date of publication and may be changed at any given point of time. Please do not print if not necessary.  Please Recycle. Copyright Servion Global Solutions | Version: Feb 2017

Follow Us



AMERICAS | APAC | UK | MEA | SOUTH ASIA

