



ServCareSM

Next generation managed services offering
for customer engagement centers

 **servion^t**

www.servion.com

Driving superior customer experience is fast becoming the lynchpin of modern day customer engagement centers. Simultaneously they need to keep pace with technology advancements, increase uptime, and manage growth while keeping costs predictable. It's small wonder that forward-thinking customer engagement centers are looking at automation, innovation and flexibility to help deliver customer delight.

Are operational challenges getting in the way of delivering an outstanding Customer Experience (CX)?

Customer engagement centers are made up of a diverse group of people, processes, and technologies. Bringing these disparate components together, and making them work in harmony takes a concerted effort. Often, enterprises get bogged down in overseeing daily operations when they should be focusing on their customers. Customers don't care about enterprise systems or processes, they care about how they are treated. Can enterprises relinquish control of daily operations and focus on the big picture?

Servion makes it possible with ServCare, an end-to-end managed services offering for contact center and collaboration solutions. It is platform-driven and helps enterprises to focus on delivering exceptional customer experiences – instead of worrying about daily operational challenges. Powered by Servion's 21+ years of domain experience, ServCare currently offers remote and onsite managed services support to over 150 customer engagement centers spread across 60 countries in 6 continents.



ServCareSM

Proactive, preventive and predictive operational support and analytics for an outstanding Customer Experience (CX)

ServCare offers end-to-end support services for contact center and collaboration solutions. ServCare:

- De-risks CX from operational and technical breakdowns
- Offers single point of ownership and management
- Covers transformation services such as consulting services, operational analytics and business analytics

ServCareSM end-to-end managed services

Service Delivery Management

- Capacity Planning and Management
- Version Management
- Transition Management
- Security Management
- Documentation Services

Value Added Services

- Application Performance Services
- Solution Usability Mgmt. (Adoption Services)
- New Implementation
- Platform Upgrades
- CIM B, A
- Business Analytics
- Advance Reporting
- Training Services

Basic Services

- Service Desk
- Daily Health Check
- Proactive Monitoring
- Capacity Mgmt.-Reporting
- Incident Management
- Problem Management
- Vendor SLA Mgmt.
- DBA Services
- Asset Planning and Management
- Patch & Upgrade Mgmt
- Backup and Restoration

Assurance Advisory Services

- CC Service Design
- Quality Readiness
- BC/DR Readiness
- Solution Optimization (Audit)
- Continuous Improvement
- Resource Excellence

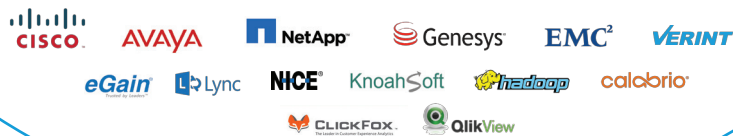
Change Management

- Change Requests
- Service Requests
- MACD (Move, Add, Change and Delete)

Governance | Global NOC | KEDB

Infra. Services | Appl. Services | NW Services | Security Services

UC Managed Services | CC Managed Services

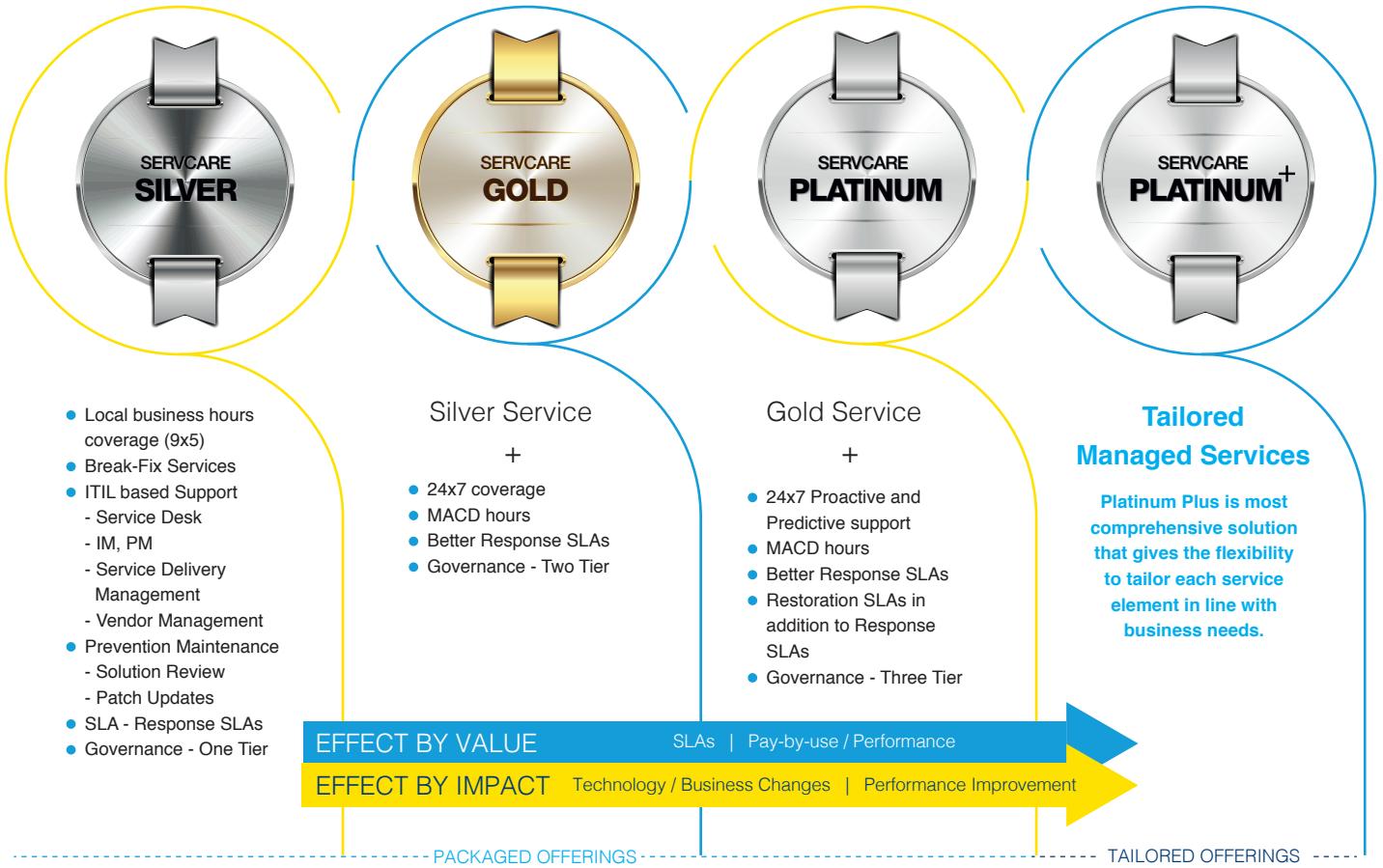


Comprehensive solutions, proven expertise, strong partnerships

Enterprises have different needs and one size does not fit all. ServCare offers right from basic support services and change management to comprehensive service

delivery management, advisory services, and value-added services. ServCare comes in as four packaged offerings: **Platinum Plus**, **Platinum**, **Gold** and **Silver**. These packages span the entire spectrum - from 9x5 reactive beak-fix support to 24x7 preventive and predictive support. ServCare **Platinum Plus** is a comprehensive offering that includes a customizable top-tier, value-added services bundle and a pay-by-performance model.

ServCare packaged offerings



Tangible benefits driven by automation



ServCare leverages automation to drive significant benefits for contact centers and collaboration solutions. With more than 150 global enterprises currently using ServCare, it offers a winning combination of multi-platform expertise, global processes, and best practices. ServCare frees up your resources to focus on core business strengths. Key benefits driven by ServCare are:

- Increases uptime by lowering the risk of downtimes
- Operational insights for decision making
- Increases profitability
- Maximizes the return and effectiveness of investments
- Reduces costs through capacity planning across people, process and technology

Network Operating Centers that follow the sun

Servion has multiple Network Operating Centers (NOC) that are spread across US, Europe and Asia. The NOC offers 24X7 technical support to global clients based on ITIL framework and industry best practices. The Servion Network Operations Centers offers a combined experience of 7500 man-years.

Knowledge base of over 9000 articles

ServCare comes equipped with ServGenie, a knowledge base of over 9000 articles. It offers unmatched correlated diagnostics and automation capabilities, is one of the best in the industry, and can resolve over 70% of incidents in the first interaction. ServGenie enables quicker resolution for repeated incidents and drive towards a higher first call resolution (FCR).

ServCare Platform

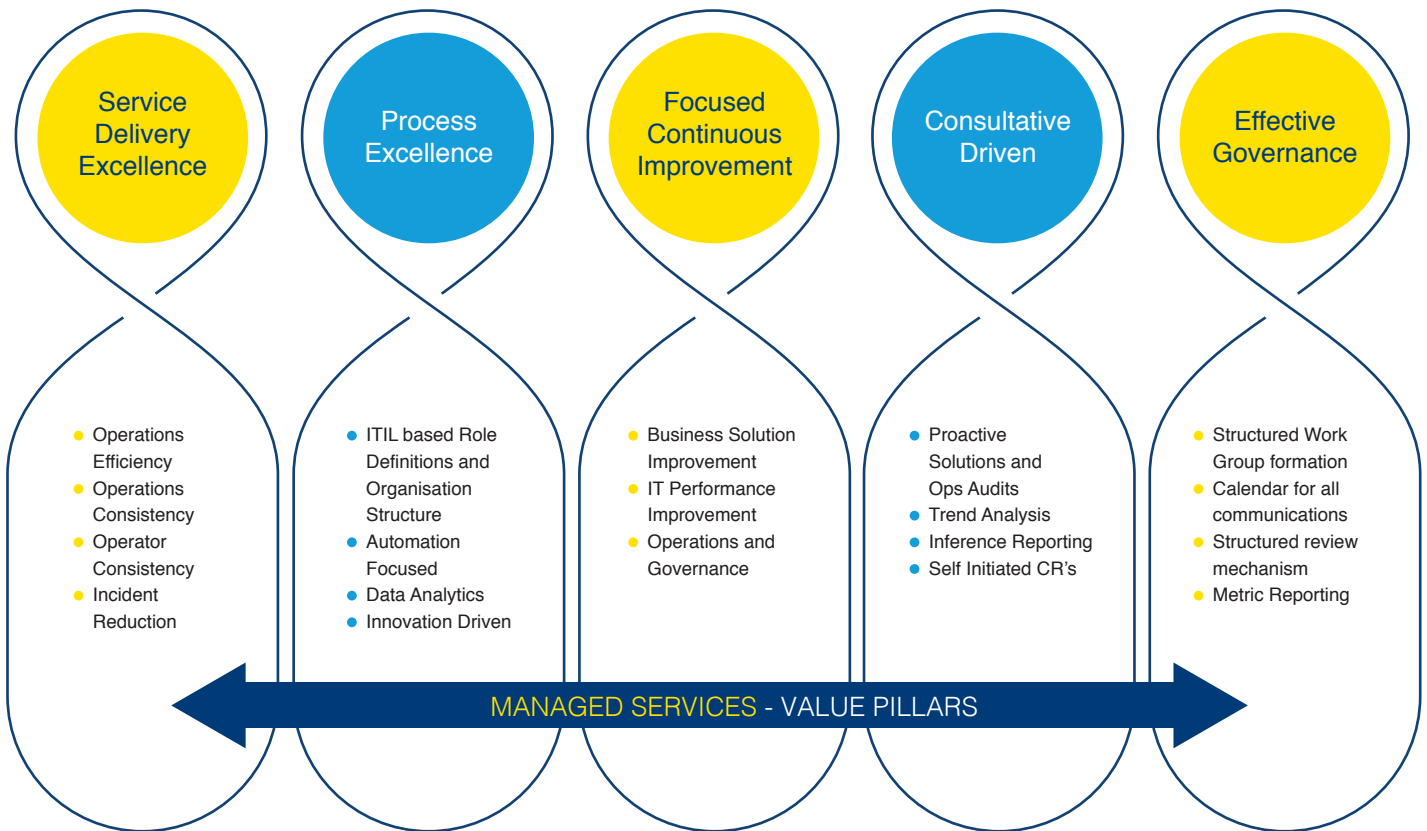
Servion delivers managed services through the ServCare platform - a combination of tools, tailored for the customer experience and collaboration industry. It automates routine activities that are people dependent and boosts ROI from technology investments.

The ServCare platform offers:

Unified management: ServCare provides a single dashboard for unified communications and contact center monitoring and management.

Improved insights: ServCare leverages predictive analytics to provide operational and business insights, which in turn leads to productive, profitable and secure operations.

End-to-end ownership and management: ServCare is not limited to the core infrastructure. It also covers all applications and adjunct solutions for hassle-free operations.




The Servion Difference

Servion is committed to helping clients deliver next-gen customer service. We combine more than two decades of experience in providing customer experience management and extensive knowledge of customer journey design to deliver 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

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