

NAVIGATING THE _____

PATH to OUTCOME

P - PRIORITIZE

A - ANALYZE

T - TRANSFORM

H - HYPER-INNOVATE

In a dynamic business environment, mastering key technological solutions is essential. B-TRNSFRMD's PATH to OUTCOME framework is specifically tailored to guide businesses in harnessing the power of Omnichannel CX, Cloud Contact Center, ITSM Modernization, and Customer Analytics, driving a transformation that leads to unparalleled growth and efficiency.

www.btrnsfrmd.com

OMNICHANNEL CX | CLOUD CONTACT CENTER | ITSM MODERNIZATION | CUSTOMER ANALYTICS

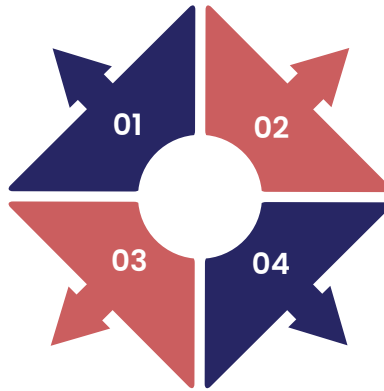


P **PRIORITIZE**

Focus on where you want the business to be in the future and what technology you need to enable these experiences

VISION SETTING

Define a clear, compelling vision for integrating Omnichannel CX into your business model.



OBJECTIVE ALIGNMENT

Align your objectives with the efficiency of Cloud Contact Centers.

RESOURCE ASSESSMENT

Evaluate your readiness for ITSM Modernization.

PRIORITY ROADMAP

Strategically plan to incorporate Customer Analytics into your operations.

Success Story: Leading financial services company struggled with low customer satisfaction due to disjointed customer service channels. We prioritized an Omnichannel CX strategy to unify customer interactions.

- Outcomes:**
- 3 new digital channels added for enhanced customer interaction.
 - 15% increase in agent productivity through streamlined workflows.
 - 20% faster resolution of customer issues, boosting service quality.

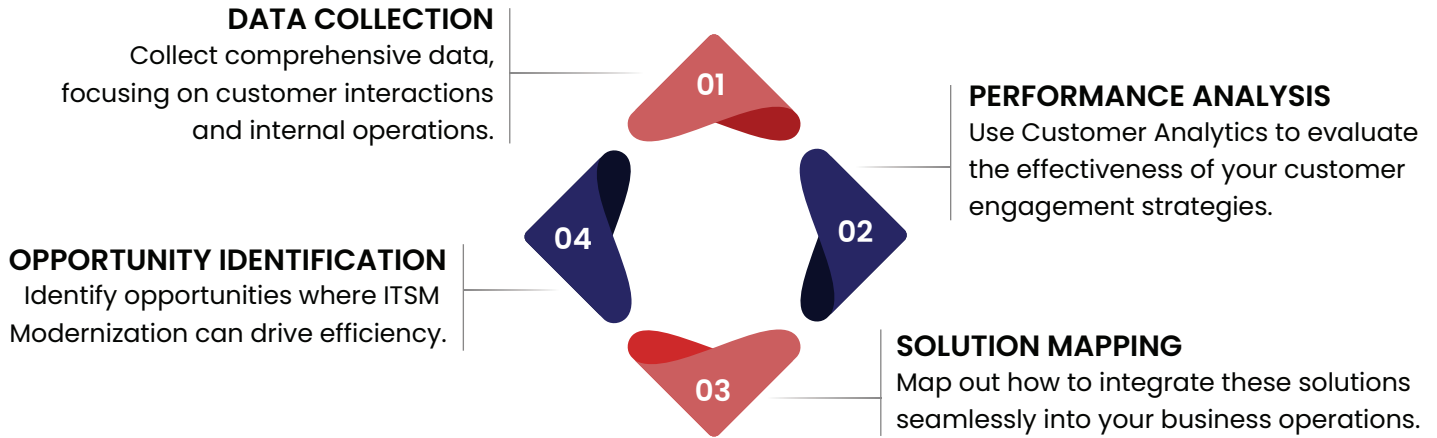
Ready to prioritize your business transformation? Let's define your roadmap to success together.

Contact us today



A ANALYZE

Focus on areas where technology can most improve customer interactions and employee workflows.



Success Story: Fast growing urgent care company in US faced challenges such as legacy systems, no workflows, absence of self service and poor customer experience. We started the engagement with a Discovery/ Consulting exercise to create As-Is and To-Be mapping of their CX workflows along with recommendations for process improvement. The streamlined and scalable workflows automations automated ticket assignment, leading to faster resolution times and reduced workload on team leads.

- Outcomes:**
- **Notifications and Reminders:** Enhanced task management; 100% SLA adherence
 - **Multi-channel support** boosted customer and agent satisfaction
 - **Dynamic forms** improved decision-making speed by 30%
 - Through dashboards and SLA tracking on each ticket the overall resolution time reduced from days to a hours

Discover the potential of your data. Connect with us to analyze your operations and uncover actionable insights!

Contact us today

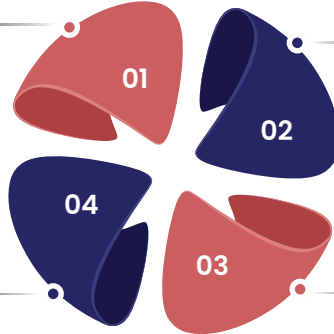


T TRANSFORM

Implement strategic projects enhancing customer and employee experiences for higher satisfaction and efficiency.

PROJECT PLANNING

Outline projects focusing on the integration of Omnichannel CX and the modernization of your Cloud Contact Center.



PROCESS REDESIGN

Redesign your processes to be more customer-centric and efficient, integrating Customer Analytics for deeper insights.

TECHNOLOGY IMPLEMENTATION

Deploy advanced solutions for ITSM Modernization, ensuring your IT infrastructure is robust, scalable, and efficient.

CHANGE MANAGEMENT

Ensure smooth adoption of new systems and processes, training teams to utilize Customer Analytics effectively and manage Cloud Contact Centers efficiently.

Success Story: Fast Growing electric vehicle (EV) company, part of big 3 Auto Manufacture faced challenges with their existing workflows, which were often scattered and inefficient. We redesigned ticket routing through custom objects for coherent workflows & API Integration with Other Systems leveraging Custom Objects in Workflow Automator resulting in seamlessly integrated systems for efficient data flow.

- Outcomes:**
- Ticket assignment workflows reduced from 16 to a lean 3.
 - The automated onboarding and offboarding processes saved time, reduced manual errors, and strengthened teamwork.
 - Analytics halved SAP team's resolution time by 81% in 6 months

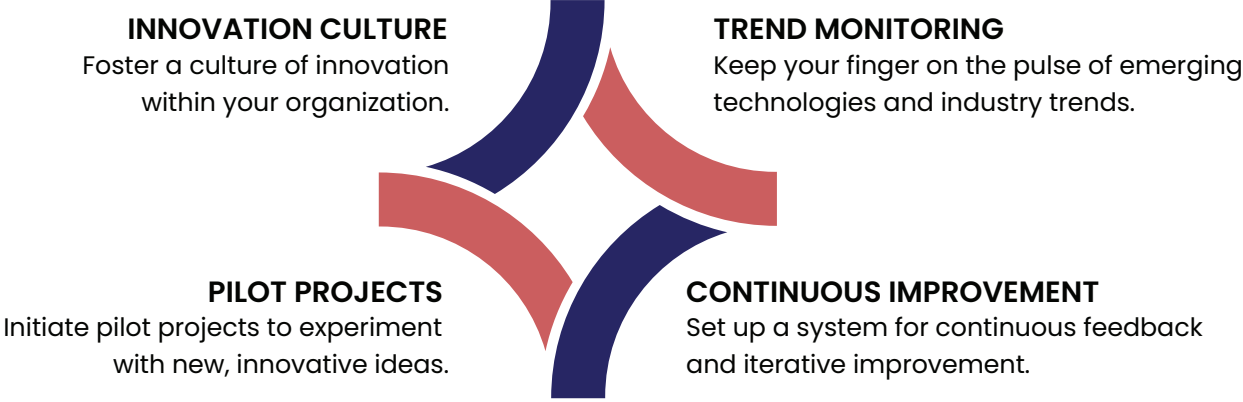
Transform your business with us. Start your journey towards a streamlined, modernized operation.

Contact us today



H HYPER-INNOVATE

Push forward-thinking solutions to redefine user experience and operational efficiency, embracing continuous innovation.

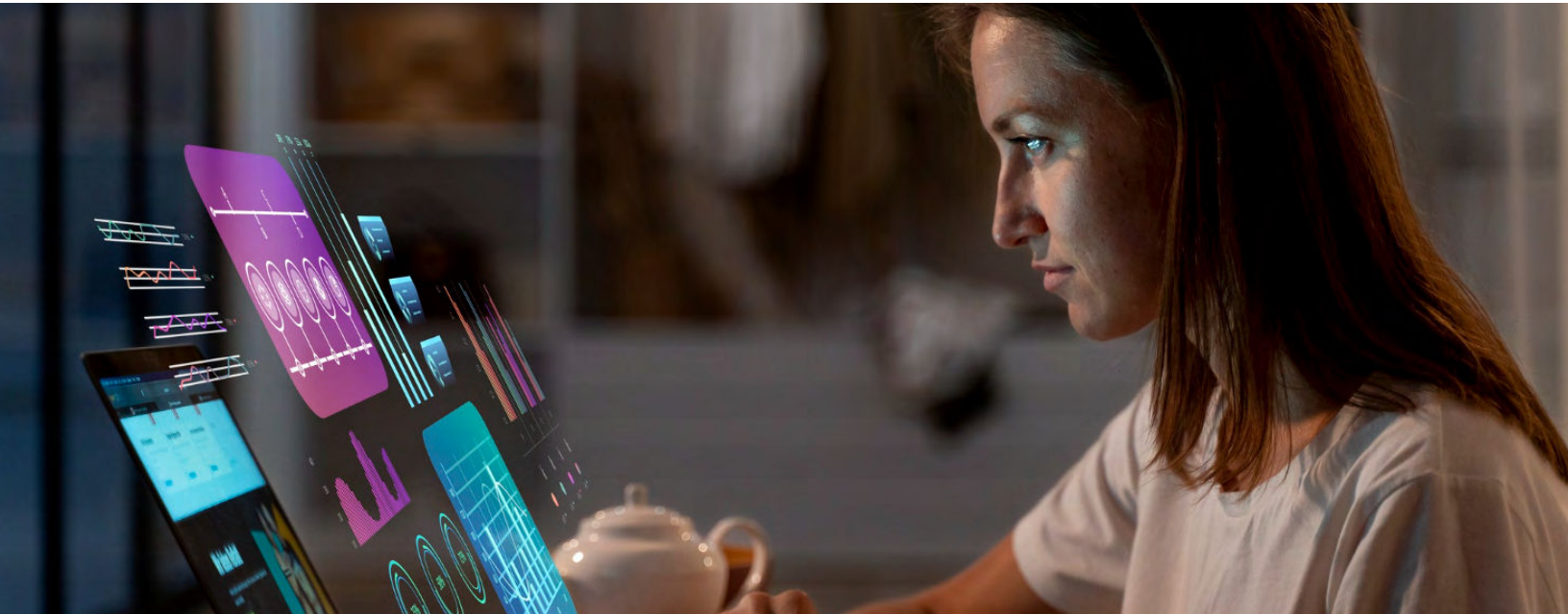


Success Story: A public relations & advisory company revolutionized its ITSM workflows in collaboration with B-TRNSFRMD, harnessing Freshservice's capabilities to streamline operations and cut costs. This innovative venture optimized processes, significantly reduced reliance on outsourced services, and marked a new era of technological advancement and operational efficiency.

- Outcomes:**
- Reduced operational expenses by \$20,000 monthly.
 - Automated internal routing of 1,029 tickets, enhancing efficiency.
 - Optimized support team deployment through data-driven insights.

Lead the market with breakthrough innovations. Collaborate with us to hyper-innovate and stay ahead.

Contact us today



CONCLUSION:

The PATH to OUTCOME, with its focus on Omnichannel CX, Cloud Contact Center, ITSM Modernization, and Customer Analytics, offers a strategic blueprint for businesses to navigate the complexities of modern customer and IT service landscapes. Partner with B-TRNSFRMD to transform these challenges into opportunities, turning your strategic goals into tangible achievements.

Contact B-TRNSFRMD:

Begin your transformation journey with us. Contact B-TRNSFRMD today to explore how the PATH to OUTCOME framework can be customized to your business's unique needs and aspirations.



+1.469.956.9058



success@btrnsfrmd.com



www.btrnsfrmd.com



LinkedIn

