



INCREASING THE VELOCITY OF EXPERIENCE TRANSFORMATION

“

Thank you so much for what you and your team have brought to the table. We are a better company and are closer to realizing our most important objective of improving our Customer's Experience, because of it.”

CEO

Global Money Services Company

www.btrnsfrmd.com

Our Comprehensive Solutions

OMNICHANNEL CX

- Customer interactions across digital platforms like web, mobile, and social media with automations, ensuring a unified experience.
- Utilize Conversational Bots & Gen-AI to improve agent productivity while enhancing customer satisfaction and loyalty.

CLOUD CONTACT CENTER

- Enhance operations with AI routing, secure call management, and insightful dashboards for a holistic analytical view.
- Leverage cloud services for dynamic call volumes, scalable, consistent and secure/high-quality engagement.

ITSM MODERNIZATION

- Deliver diverse enterprise/IT services using workflow automations, AI self-service and orchestrations.
- Streamline workflows, quicken response times, and boost service quality with automated solutions for problem, change & asset management.

CUSTOMER ANALYTICS

- Employ hybrid data infrastructure combined with AI to consolidate customer behaviors and insights.
- Leverage AI to make strategic, data-driven decisions for cross-selling and up-selling campaigns, utilizing scalable and agile cloud analytics.

SOLUTION PARTNERS



Transforming the Experience for the New Reality – Beyond the Pandemic

Integrated Experience

- Single interface to manage pre-and post-sales customer interactions.
- Integrated customer and service management.

Lower TCO

- Reduce effort needed to introduce capabilities and support changes.
- Reduced licenses costs with scale.

Scale Interactions

- Reduce agent dependency to support larger customer volumes.
- Replicate experience standards consistently.



Agile Innovation

- Roll out changes with minimal IT dependency and faster time-to- implementations.

Single View of Customer

- Manage customer interaction history across all applications through one interface.
- Reduce need for swivel chair.

Targeted Insights

- Integrate customer data across applications and channels.
- Provide reports and analytics with minimal manual interventions.

ROI-Driven Services



TRANSFORMATION

- CX Transformation Strategy
- Integrated Journey Design
- To-Be Service Mapping
- Technology Architecture
- Strategic Sourcing & Vendor Management



TECHNOLOGY

- Program Management
- Deployment & Configuration
- Integration & Migration
- Managed Support
- Technology Optimization



INSIGHTS

- Cloud Data Migration and Data lake
- Omnichannel Customer Data Platform
- Upsell/Cross-sell Analytics
- BI and Reporting

Delivering Business Outcomes



Drive Revenue via Upsell/Cross-sell



Increase Customer satisfaction



Decrease Total Cost-of Ownership



Increase Time-to-Value for initiatives



Operational Agility and Flexibility

Contact Us



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