

STRATEGIC CONTACT

Optimizing contact center value with every project

WHAT OUR CLIENTS SAY

“Strategic Contact consultants have considerable experience and are very familiar and current with all of the technologies and best practices in this space. An added dimension is that they are equally familiar with business needs. They brought instant credibility to our project. Strategic Contact helped us document and articulate a three-year technology roadmap for our contact centers. The advantage of working with consultants that specialize in contact centers - and are not trying to sell technology - is that senior managers are willing to listen and not assume there is a hidden agenda. I would absolutely recommend Strategic Contact and we will continue to use them for our contact center consulting needs.”

Vice President, Contact Center Technology, Fortune 500 company

“We’ve chosen Strategic Contact for a number of engagements based on their track record of delivery, which inspires trust and confidence. They are demonstrated experts in contact centers from a people, process, and technology perspective and they have a proven approach to driving actionable outcomes. They provide solid, understandable frameworks for brainstorming, requirements setting, implementation management, and follow up. Strategic Contact has assisted us over the years on various initiatives to solidify our contact center vision, develop clear and specific roadmaps for implementing new technology, and repositioning ourselves in the marketplace. Put simply, Strategic Contact delivers on its promises.”

Vice President, global insurance company

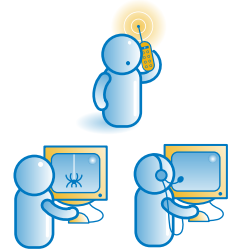
Today’s contact centers face more challenges – and opportunities – than ever before. With constant change in business, operations, and technology, and the need to manage scarce time, resources, and budget dollars wisely, it’s critical to identify, prioritize, and pursue the right projects. You need the right experience, knowledge, processes, and tools to succeed.

Strategic Contact helps companies align contact center operations and technology with business objectives. We’re an independent consulting firm with seasoned professionals who are committed to achieving the highest possible levels of contact center performance.

We meet the people, process, and technology challenges of contact centers with innovative, effective approaches that deliver measurable results. Whether we’re working for a Fortune 500 company or a small to medium business, we work closely with clients to achieve their business goals through meticulous project planning and execution. We take pride in exceeding client expectations and completing our deliverables on time and on-budget, every time.

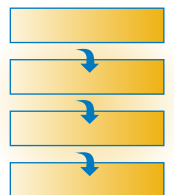
OUR PEOPLE

Our consultants, led by industry visionary Lori Bocklund, average more than 20 years as customer contact professionals. We offer unparalleled knowledge, independent thought leadership, and depth of experience. And we deliver a total approach to maximize contact center value – from effective planning through flawless execution.



OUR PROCESSES

Effective processes are critical – whether assessing existing operations and technology, building a strategy, defining requirements and evaluating solutions and vendors, or implementing improved processes and technologies. We leverage proven frameworks for every project while customizing our services to your unique requirements. The result is highly effective, actionable, results-oriented outcomes.



OUR TECHNOLOGY EXPERTISE

It’s a constant challenge for most contact center leaders to navigate available technology tools – from established to bleeding-edge, and ‘in place’ to ‘wished for.’ Strategic Contact consultants bring extensive and practical knowledge of technology trends, challenges, keys to success, and solutions in the market. Our vendor independence ensures you get expert advice with no hidden agendas on a wide range of contact center technologies. Whether you need to assess, define, evaluate, or implement, we can help.



Let us help you achieve your business goals.

Visit our web site at www.strategiccontact.com or call us at 866.791.8560.



STRATEGY DEFINED. STRATEGY EXECUTED.

We work closely with clients to reap maximum value from contact centers by defining and executing strategy that makes sense for their businesses. We can help optimize your center in many ways:

PLANNING

- Technology Assessment and Plan
- Contact Center Assessment and Plan
- Multi-channel Customer Contact Strategy
- Multisite Strategy
- Metrics Strategy
- Outsourcing Strategy
- Business Continuity/Disaster Recovery Planning
- Business Cases and Financial Analyses

EXECUTING

- Contact Center Design
- Technology Selection
- Technology Design
- Process Design
- Implementation/Project Management
- Technology Support Models
- Organizational Design
- Change Management

WE'VE GOT YOU COVERED

Our consultants have experience with contact centers in a wide range of industries, including:

- Financial services (Banks, Credit Unions, etc.)
- Insurance
- Utilities
- Telecommunications
- Healthcare
- Manufacturing
- Retail/Distribution
- Travel/Transportation
- Hospitality/Entertainment
- Associations and Nonprofits
- Government
- Technology
- Education
- Consumer Goods
- Business-to-Business Sales/Service

We have expertise in a wide range of technologies, including:

- ACDs and PBXs, including VoIP
- Multimedia and multisite routing and reporting
- Unified Communications (IM/Presence, etc.)
- IVR, including speech recognition
- Web self-service, web chat
- Social media
- Mobile apps
- CTI
- CRM
- Knowledge Management, Wikis
- Workforce management
- Reporting, Analytics (Speech, Text, Data, etc.)
- Performance optimization, including scorecards/dashboards
- Quality monitoring, logging/call recording
- Voice of the Customer

WHAT OUR CLIENTS SAY

“We selected Strategic Contact to help us determine whether to in-source or outsource our call center and to help us improve the routing of customer calls between our sales and service contact center groups. While we selected Strategic Contact because of their expertise in call centers and call center technologies, they were ultimately re-engaged for a second project because of their people. Knowledge is only one of their strengths. Their real strength is in their ability to partner and work with differing teams and priorities to recommend a winning outcome that allows for greater efficiencies. Our successes are partially a result of partnering with Strategic Contact. Strategic Contact brings out the best in existing call center staff. They help teams move into more empowered and creative problemsolving actions. And they help organizations see internal roadblocks or risk factors from a non-judgmental third party perspective.”

Senior Manager, Service Contact Center, consumer technology company

“We were looking at the best way to apply current technologies to our call center. We did a consultant search and Strategic Contact provided the most organized, well thought out approach to what we were looking for. Strategic Contact spent the time to understand the nature of our call center and the challenges we face. They made recommendations on technologies that would provide good value for our organization.”

Senior Business Analyst, leading irrigation equipment vendor

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Let us help you achieve your business goals.

Visit our web site at www.strategiccontact.com or call us at 866.791.8560.