



eventus

Eventus delivers solutions that Amplify CX Outcomes.

Growing since 2008, Eventus provides industry expertise, a partner ecosystem, and proven methodologies that enable their Clients to exceed goals, minimize risk, and drive CX success.

Eventus has influenced over 1 billion customer interactions, reduced over \$100mm in Client costs, all while improving customer loyalty.

Eventus offers Experience Design, Managed Solutions, and Enabling Innovations with engagement models that Amplify CX Outcomes.



Every event is an opportunity.



Our passion is helping our clients deliver the most competitive and effective experiences to their customers every day. Whether we are providing end-to-end fully Managed Solutions, helping our clients create blueprints for future success, or bringing the best technology addressing generational shifts, we are committed to delivering exceptional business outcomes.

With hundreds of successful CX transformation projects, we've helped our clients increase customer satisfaction, improve their products, drive new revenue, and reduce contact center cost while significantly increasing performance. Experienced, energetic professionals are dedicated to each client and project, accountable for delivering on time and on budget, with specific business outcomes guaranteed.





We are passionate about Customer Experience design.

Experience Design is the practice of designing the user experience with a focus on quality and thoughtfulness. Adopting practices that elevate the customer experience produces a return on investment and provides a steady foundation upon which a company's brand can continue to grow. The Eventus strategic consulting team brings talent and experience to enterprises and organizations to lead or supplement Customer Experience initiatives.

Whatever the desired business outcome, with hundreds of successful projects completed across many industries, we collaborate with our Clients to improve everything from customer journey roadmaps to full transformational blueprints. Our experts across the full range of operational and technology disciplines contribute to projects that address specific goals to complete digital and process transformations that lead to better results and lower overall costs.



We are experts at experience design & consulting.

In a business environment where Customer Experience has become the new battleground for business, a successful customer experience strategy starts with the creation of competitive, sustainable customer experiences, engagement and service programs. And they must remain flexible to reflect changing customer expectations, evolving technologies, increasing channels to manage, and opportunities to differentiate through intelligent and insightful interactions. Finally, our solutions go beyond the strategy to reflect how to successfully implement recommendations.

Transformation Blueprints

Journey Roadmaps

Capability Assessments

Financial Modeling

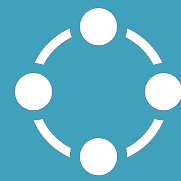
Customer Engagement

Operational Improvement

Solution Architecture

Program Management

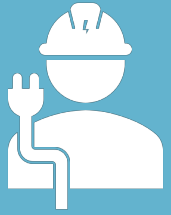




We deliver end-to-end customer engagement solutions.

World class Customer Experiences are driven by best-of-breed technology, and an outcome-focused operation. Eventus's fully integrated Managed Solutions provides every aspect of these two key areas. We provide a variety of solutions, designed for agility and scale, from providing professional services to providing end-to-end, turn-key customized omnichannel solutions. With our unique business approaches, including a full gain-share model where Eventus puts skin in your game, Eventus aligns your incentives to continually improve and create more value over time.

We are experts at building, integrating, and managing cloud CX platforms, ensuring that your carefully designed voice and digital experiences are delivered effectively and efficiently. Our edge comes from years of experience as technologists and operators, making sure that the latest technology trends align with proven operational methodologies and techniques. We meet you wherever you are in your CX journey, from providing short-term and high-impact fixes, to professional services implementations, to full-turnkey technology solutions where we bring the perfect technology stack to the table.



Our Managed Solutions make a world of difference.

We offer our Clients choices, bringing them world-class contact center platforms and software. Among our partners are:



Omni-Channel & Telephony

Forecasting & Scheduling

Agent Desktop

Real Time Monitoring

Workforce Optimization

Quality Assurance

Analytics & Insights

Vendor Management





Enabling Innovations

With hundreds of projects completed, an expert team with decades of experience in designing, operating and optimizing contact centers, and successful implementations and integrations of nearly every major customer service and CX technology provider, Eventus is always at the forefront of innovation and the industry trends driving disruption.

As the contact center industry grows, including the tremendous growth of Business Process Outsourcing, which top analysts are forecasting to continue for years to come, standing still means moving backwards as large enterprises and organizations continue to invest in improving customer experience to remain competitive, and to derive unprecedented insights using data analytics, artificial intelligence (AI), machine learning (ML), natural language processing (NLP), robotic process automation (RPA) and more.

Cloud Contact Center

Channel Orchestration

Self Service & Bots

Artificial Intelligence

Eventus IntelligenceHub

Gain-Share Models



Simplify & amplify with IntelligenceHub

Leveraging our IntelligenceHub innovation, we build connectors between systems and manage the organization of big data, while also analyzing that data to extract meaningful insights that impact not only customer service, but which also inform improvements to our Clients' products, services, sales and marketing campaigns and more. We have a unique proprietary data model that captures data from source systems at the most granular level. This allows us to join data across multiple systems and analyzed at a deep level to surface areas of greatest opportunity. These cross-system insights are a powerful leverage in driving real change. Easy access to your reports means immediate answers with supporting data to drive your business in the right direction. Our platform has introduced 35+ different report dashboards, consisting of over 100 individual report views, with new views being added regularly.





eventus

Learn more @eventusg.com