Korcomptenz

Customer Experience Cost Optimization

Everyone knows the customer is king, but delivering a superior customer experience can come with an unsustainably high cost. Many savvy companies embracing the latest personalization and analytics trends find themselves spending more and more to keep up on both the technology and the resources required. If you're struggling with rapidly increasing expenses in any of the following areas, Korcomptenz can help:

Rising software costs or the need to invest in new software	Expanding technology maintenance costs and technical debt	Redundancy in systems and teams across your marketing and technology stack	Increased manual effort for repetitive tasks with no real return on investment	High resource costs for content and collateral development	Declining return on investment and limited visibility to the return on investment

We offer organizations a unique combination of technical skills, next generation technology, strategic thinking, and content development and collateral design for all your personalized, connected marketing needs that can dramatically reduce costs and increase return on investment through best-in-class strategies, platforms, and business processes.

Take Advantage of Comprehensive, Proven Strategies and Services Across the Customer Experience

If your Customer Experience costs are continuing to spiral out of control, Korcomptenz offers a unique combination of platforms and services, available either individually or as a comprehensive solution, that address every aspect of providing your customers with personalized, exceptional touchpoints throughout their journey from prospect to advocate..

Best in Class, Connected Platforms

Maximize your return on investment across industry leading platforms from Microsoft, Salesforce, SAP, Kentico, Acquia, and other top tier providers, performing optimally and seamlessly integrated

Next Generation Technology

Leverage generative Artificial Intelligence and Machine Learn to create content faster and more efficiently, and to automate key customer experience tasks from prospecting to onboarding and loyalty

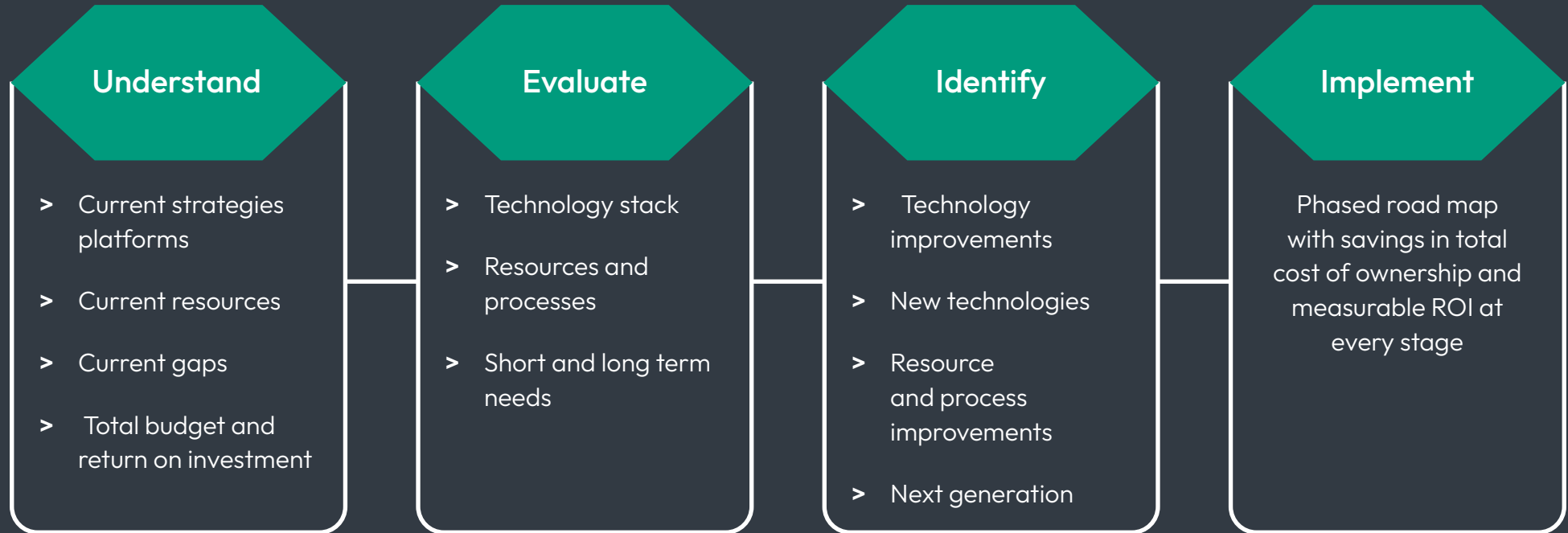## Business Process Outsourcing and Automation

Reduce your costs for call center management, content development, graphic design, and data entry and reporting with services that optimize your spend, reduce redudancy, and take advantage of global economies of scale

Measurable Results

Gain insights from actionable reporting and analytics powered by Machine Learning, and better control costs with detailed analysis of your spend and return on investment

Leverage a Thorough Process Across Your Technology, Workflows, and Teams

Korcomptenz combination of technical and strategic skills and business process outsourcing services allows organizations to take advantage of more then two decades of experience across customer experience.

Understand

> Current strategies platforms

> Current resources

> Current gaps

> Total budget and return on investment

Evaluate

> Technology stack

> Resources and processes

> Short and long term needs

Identify

> Technology improvements

> New technologies

> Resource and process improvements

> Next generation

Implement

Phased road map with savings in total cost of ownership and measurable ROI at every stage

Address and Measure All Aspects of the Customer Experience

Engagement
> Online

> In Person

Sales
> Lead Nurturing

> Customer Conversion

Service
> Online

> In the Field

Delivery
> Cybersecurity and Fraud Protection

> Back Office Operations

Advocacy
> Loyalty

> Referrals

> Influencers

A Unique Approach to Strategy, Technology, and Business Process Outsourcing

Strategy

> Design, User Experience, and Customer Experience Re-engineering

> Marketing, Lead Generation, and Lead Performance Management

> Business Process Mapping and Process Optimization

> AI-First Technology Architecture and Roadmaps

Technology

> Web Content Management and eCommerce Platforms

> Enterprise Resource Planning and Customer Relationship Management

> Data Warehousing and Analytics

> Cloud and Infrastructure

> Custom Application Development

Business Process Outsourcing

> Connected Marketing

> Call Centers

> Back Office Operations

> Data Entry and Reporting

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Embrace the Trends Driving Customer Experience Now and in the Future

Personalization Powered by Artificial Intelligence

Omnichannel Marketing, Sales, and Service Delivered from a Unified Platform

Advanced Measurement, Analytics, and Intelligent Forecasting

Engaging Content and Creative that Connects with Key Audiences

Automation and Seamless System Integration

Korcomptenz

Expert-led Transformations
& Impact-led Growth

At Korcomptenz, we lead with expertise - in technology and domain to deliver solutions that align with your business goals. We leverage our experience and robust partner ecosystem to elevate your processes, powering your transformation journey toward impactful growth.

Visit www.korcomptenz.com to learn more or email us at sales@korcomptenz.com.