

# Digital CX Services



## Redefining support in the digital age

Movate's digital CX services leverage cutting-edge technologies that drive agile, empathetic customer support and great business outcomes for clients. Being the most preferred partner of choice for many leading brands, our industry-acclaimed platforms and solutions become the fulcrum for great CX and lasting relationships.

## Quick Snapshot

- 25+ years of delivering results
- 11,700 movators
- 6000+ gig peer experts
- 25% Y-o-Y growth
- 20 global delivery locations
- Supporting 100+ languages
- 300+ international analyst recognitions
- 75+ international awards

## Business Outcomes

**40%**

diversion of call volumes to self-help channels for a leading clothing accessories retailer

**24%**

reduction in customer churn with Movate Edison for a leading Telco

**27%**

improved CSAT for a global financial payment provider

**21%**

increase in customer retention for a global cloud communications provider

**“Leader”**

in ISG Provider Lens™ for Contact Center – Customer Experience Services (Global), 2022 for AI & Analytics

## Flagship platforms

- **Movate Edison**  
CX Transformation platform for B2B and B2C customer journeys
- **Movate OnDemand**  
Gig peer expert ecosystem for next-gen CX, backed by full-time experts
- **Movate Contelli**  
Cognitive IT managed infrastructure automation platform
- **Movate Insights**  
Advanced analytics and insights platform for business transformation

# Digital CX Offerings

## Customer Service & Satisfaction

- Channel-less orchestration
- Social media monitoring & response
- Digital messaging-based support

## Gig Peer Experts for Consumer

- Customer support by leveraging gig peer experts
- L1, L2, L3 support
- On-demand support in 100+ languages across 60 countries

## Consumer Technical Support

- Onboarding and account management
- L1, L2, L3 support
- Premium support

## Customer Retention

- Pre-sales and lead generation
- Inbound and outbound sales
- Cross-sell and up-sell

## Revenue Generation

- Customer conversion
- Sales enablement
- Sales funnel management

## CX Transformation as a Service

- Customer experience design
- Support call reduction
- Product/service improvement

Powered by  
**Movate Edison and Movate OnDemand**

# Awards and Recognitions



Won Gold Stevie for “**Contact Center or Customer Service Outsourcing Provider of the Year 2022**” at the Stevie awards for Sales and Customer Service, **Mar. 2022**



**Best Outsourcing Provider of 2021** awarded by the International Customer Management Institute (ICMI), **Sep. 2021**



**Gold Stevie Award Winner** for Last 3 Consecutive Years



Platinum award for “**Best Innovation in Customer Service**”, **Nov. 2021**

For more details, please mail us at [info@movate.com](mailto:info@movate.com)