

# Enterprise Product Services



## Simplifying complex support ecosystems for enterprises

Movate's enterprise product services help organizations to simplify their complex technology support ecosystems. Our overarching expertise across the enterprise ecosystem with multilingual support helps you drive superior customer experiences, agility, operational efficiencies and competitive differentiation.

## 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

## Our Technology Landscape



### Networking

Routers, campus network switches and SD-WAN



### WLAN

On-site controllers, cloud management and WLAN Security



### Security

Next-gen firewall, end-point security, cloud app security, SASE & CASB, IAM & PAM



### Communications

UCaaS, CPaaS, on-premise, on-site and contact center



### Software

SaaS/software, network management and analytics, business applications



### Storage

Enterprise storage, SAN, NAS and cloud file system

# Quick Snapshot

- 11,700+ professionals and 6000+ gig peer experts across the globe
- Technology domains include complex networking, UCaaS, VOIP, Cloud, SaaS, SDN/NFV, WLAN, Storage, Security and Virtualization
- Supporting 3 of top 10 enterprise networking companies, 3 of top 10 cyber security companies, 4 of top 5 UCaaS companies and 2 of top 10 data storage companies
- 25+ years of experience in end-to-end enterprise lifecycle services, being the most tenured line of business
- 20 global delivery centers with focus on services for managing critical issues for large enterprise customers

# Enterprise Product Services

## Revenue Acceleration Services

- Inbound sales/outbound sales
- Lead generation and qualification
- Sales funnel management
- Order management

## Professional Services

- Implementation and provisioning for XaaS and software
- Managed infrastructure services
- Education support and services
- Software upgrades

## Enterprise Customer Support

- Entitlement verification and routing
- RMA processing and coordination
- Customer database management
- Self-service administration

## Multi-tier Technical Support

- L1-L3 technical support
- Dedicated/designated engineer
- Remote simulation labs
- Multilingual technical support

## Customer Success

- Activations and on-boarding
- Training and adoption
- Expansion services
- Renewal services

## Gig Peer Experts For Enterprises

- Integrated gig-based and traditional support model
- On-demand support in any language across 60+ countries
- 4X scalability without any additional effort
- Patented technology for high performance

# Awards and Recognitions



Recognized as “**Global Leader**” For AI and Analytics in ISG Provider Lens CX Services, **Oct. 2022**



Recognized as “**Leader**” in NelsonHall NEAT, For CX Operations Transformation, **Mar. 2022**



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



Recognized as Platinum Winners in “**Best Innovation in Customer Service**” category at the 2021 TITAN Awards, **Nov.2021**

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