

Movate + SupportLogic

# TRANSFORM ENTERPRISE SUPPORT WITH PREDICTIVE AI & PERSONALIZED ENGAGEMENT

Movate and SupportLogic offer all-in-one enterprise support solutions that shift your customer support from reactive to proactive with world-class multi-tier, multi-lingual capability.



SupportLogic SX is the easy button to proactive support with rapid time-to-value — helping you reduce escalations, prioritize backlog, increase agent productivity, and retain customers. SupportLogic uses AI to help you act on the true voice of customer and empower your support team with real-time recommendations and time-saving workflows. Movate is a global technology and enterprise support services company offering revenue acceleration, professional services, customer support, technical support, and customer success services. It employs over 12,000 high-quality full-time support engineers and over 6000 gig-based technology experts to provide superior experiences in over 100 languages. Movate has the expertise to enable customized implementations of SupportLogic solutions and simplify complex technology support ecosystems.

Together, we bring holistic solutions that cover the entire support lifecycle from customer churn prevention to product support powered by best-in-class talent and technology, enabling your enterprise to operate efficiently and gain competitive advantage.

## Key value proposition

- Prioritize your resources with accurate escalation prediction and management
- Reduce resolution time with intelligent case routing
- Develop your team with AI-powered engineer and case quality
- Act on real-time customer insights and analytics to protect and grow revenue
- Prioritize and reduce backlog with smart dashboards and analytics that read 100% of your cases

## Industries covered



Hi-Tech & XaaS



Retail



Healthcare



Financial



Entertainment



Automotive

## Business benefits

**56%**

reduction in escalations

**>30%**

improvement in TAT

**23%**

reduction in customer churn

**>81%**

accuracy in escalation prediction

**15%**

improvement in CSAT score

**>50%**

reduction in support cost

## About Movate

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and relentless focus on driving client outcomes. It helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its diverse talent of over 11,700+ full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages. Movate has emerged as one of the most awarded and analyst-accredited companies in its revenue range.

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