

Simplifying **ENTERPRISE SUPPORT ECOSYSTEMS**

with New Age Technologies

WELCOME THE **NEW CONNECTED ENTERPRISE**

The digital highway has accelerated device and data adoption at an alarming rate, resulting in widespread avenues for support opportunities



CUSTOMER EXPERIENCE

By 2020, **Customer Experience** will overtake Price and Product as Key Differentiator





6 Billion

connected things will need support, by 2020



86% buyers will pay more for a better CX



26 Billion connected devices. by 2020



AI & SMART ASSISTANTS

85% of customer interactions will be done through smart agents, by 2020





of customers want to solve issues themselves



DATA PROLIFERATION

10x Rise in data volumes, by 2025

BUT, COMPLEX CHALLENGES HAMPER ENTERPRISE SUPPORT

The connected enterprise is growing. But with shrinking budgets and declining product revenues, enterprises face a lot of heat in mitigating and working around challenges to stay relevant.



THE REALITY BEHIND **ENTERPRISE SUPPORT**

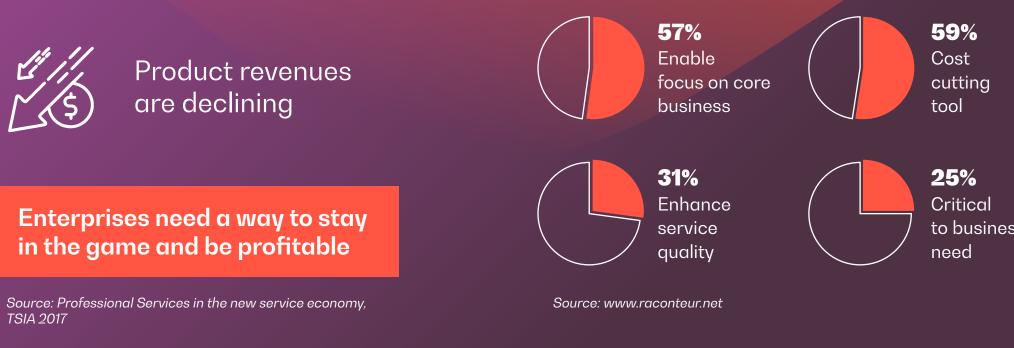


Service revenues are increasing



FACTORS THAT NURTURE ENTERPRISE OUTSOURCING

Enterprises need a reliable partner who can support them on their business journey, help them overcome challenges that hamper growth

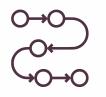


THE NEED FOR SMART AND **PROACTIVE ENTERPRISE SUPPORT**

Enterprises need a new age, proactive engagement model that would help them capitalize on digital technologies improving customer experiences



Establish a Robust Support Ecosystem



Streamline Operations & **Enhance Efficiency**



Drive Customer Experience Through Proactive Support



Drive Innovative Customer-centric Initiatives

SIMPLIFY ENTERPRISE SUPPORT WITH MOVATE'S iTACk

Harness the power of iTACk. An intelligent support solution designed to transform enterprise support operations by utilizing cutting edge digital technologies



TECHNOLOGY PROWESS



AUTOMATION & ANALYTICS



CUSTOMER GROWTH



KNOWLEDGE MANAGEMENT



INTELLIGENT Analytics | Powered Support

iTACk



RECOGNIZED BY THE INDUSTRY AND PARTNERS



Winner of the **NASSCOM** Customer Service Excellence Award, 2017



Recognized as a "Leader" in **NelsonHall's NEAT** for Multi-Channel Customer Management Services, 2017



Winner of the Stevie Award at International Business Awards. 2017



Recognized as a "Leader" in NelsonHall's NEAT for Telecom Customer Management Services, 2017

THE WAY FORWARD

Simplify complex enterprise support ecosystems with Movate's iTACk, gain competitive differentiation, enhanced service capabilities and unlock the power of customer experience.



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 a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue range, Movate helps ambitious, growthoriented companies across industries stay ahead of the curve by leveraging its world-class 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.