

Movate Edison



Movate's Customer Experience Transformation Platform

Movate Edison is a cloud-based modular solution that helps you gain complete control of your support processes, optimize costs, and drive exceptional experiences for superior customer acquisition, retention and renewals.



Why Movate Edison



Low upfront costs

Flexible pick-and-deploy components

Robust AI-based technology that drives outcomes

Gain complete control of your support ecosystem, with cost efficiencies that drive superior customer acquisition, retention and renewals.

Imagine if you could achieve

Up to
↑ 25%

Increase in NPS

With an intelligence-driven
channel-less CX strategy

Over
↑ 15%

**Increase in customer
lifetime value**

By delivering hyper
personalized experiences

Over
↓ 25%

**Decrease in average
handling time**

By disintegrating data
silos across organizations

Up to
↓ 40%

Lower cost per case

With shift-left automation
to move towards pre-empting
issues



Business growth powered by customer insights

For a leading cloud and communications provider

- ▶ Progressive value realization model
- ▶ Managed services partnership model
- ▶ Insights-driven customer engagement
- ▶ Intelligent process automation

8.6%

Jump in client's active
subscriber numbers

21%

Reduction in
customer churn

33%

TCO reduction in
global CX operations



Transcending experiences with channel-less support

For a global telecom equipment provider

- ✦ Automated case creation
- ✦ Smart quality assurance
- ✦ Cognitive assistants
- ✦ Intelligent visual bots

100%

QA coverage of agent base for performance management

84%

Automated first call resolution

1.5 X

Higher agent productivity



Assured cost reduction with risk-free transformation

For a global data storage provider

- ✦ Embedded TCO-linked pricing
- ✦ Smart IVR
- ✦ Cognitive assistant
- ✦ Agent 360^o workbench

9%

Minimum TCO reduction

\$ 2.7 M

Committed savings
over three years

1.6 X

Higher agent
productivity



Winning customer loyalty with compassionate support

For the world's leading telecom conglomerate

- ✦ Unified channel-less experiences
- ✦ Persona-based smart case routing
- ✦ Enterprise integrations
- ✦ Managed services partnership model

24%

Customer churn reduction

100%

Automated case routing

19%

AHT reduction of cases



Accelerate your move to the ideal digital customer ecosystem

The platform contains over 15 powerful modules that drive transformational outcomes across customer engagement, intelligence and insights, agent amplification and smart planning and operations.

Intelligence and Insight enabled with cognitive automation, advanced analytics, persona-based smart routing, sales acceleration and customer journey mapping.

Customer Engagement using Smart IVR, cognitive VA, asynchronous messaging, omni-channel orchestration, AI-based universal search and self search.

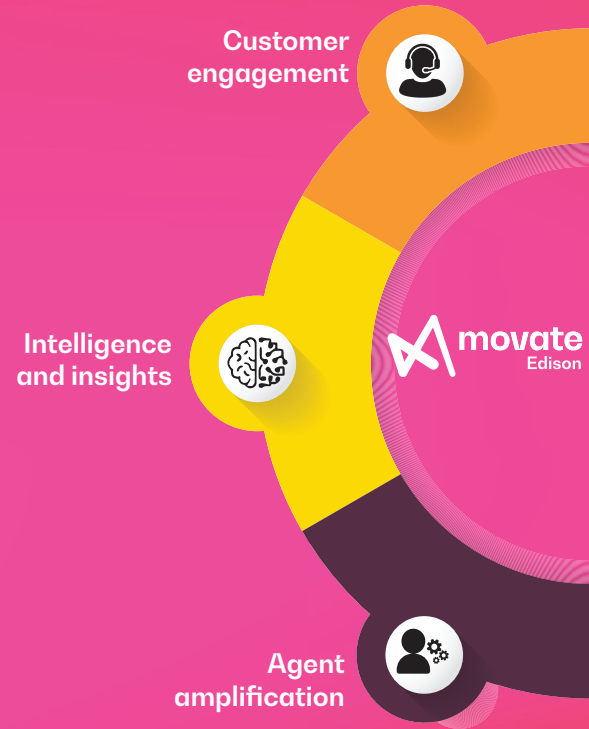
Agent Amplification powered with Agent 360° workbench, tech-lead dashboard, contextual RPA, digital associates (COBOT).

Smart Planning and Operation enabled with cognitive automation, advanced analytics, persona-based smart routing, sales acceleration and customer journey mapping.



Drive efficiencies and optimize costs with Edison

Customer engagement	Actionable intelligence	Associate amplification
Movate Edison Visual Assist	Movate Edison Log Analyzer	Movate Edison Associate Assist
Movate Edison Self Assist	Movate Edison Cloud Contact Center	Movate Edison Unified Desktop
Movate Edison Virtual Assist		
Movate Edison Mobile Assist	Movate Edison Customer Insights	Movate Edison Routing Manager
Movate Edison Digital Messaging		
Movate Edison IVR Assist	Movate Edison Integrated Automation	Movate Edison Quality Manager



Recent analyst recognitions and industry awards



Recognized as "Most Admired IT Company of the Year" at the Golden Globe Tiger Awards 2022
-June 2022



Won a Platinum award in the "Best Workplace of the Year" category at the 2022 TITAN Business Awards
-May 2022



Won Gold Stevie for "Best Management Team in IT Services" at the American Business Awards 2022
-May 2022



Won Gold Stevie for Contact Center or Customer Service Outsourcing Provider of the Year 2022" at the Stevie Awards for Sales and Customer Service
-March 2022



Platinum winners in "Best Innovation in Customer Service" category at the 2021 TITAN Business Awards -November 2021



Recognized as the "Best Outsourcing Provider of the Year 2021" by ICMI
-September 2021

For more details, please mail us at info@movate.com