

# EASILY DEPLOYABLE FOR TANGIBLE BUSINESS **OUTCOMES**



## On-boarding Movate Edison is as easy as 1-2-3



award-winning cx transformation platform



Set-up



**Digital Channels Implementation** 





Migration to Amazon Connect



Historical data migration to Salesforce/Freshdesk/ ServiceNow



Asynchronous messaging -WhatsApp, Messenger by Meta platforms, Apple Business Chat





Configuration of



Configuration of workflows







smart IVR



and business rules



Social media – Twitter, FB, Instagram, and more





Implement voice bot

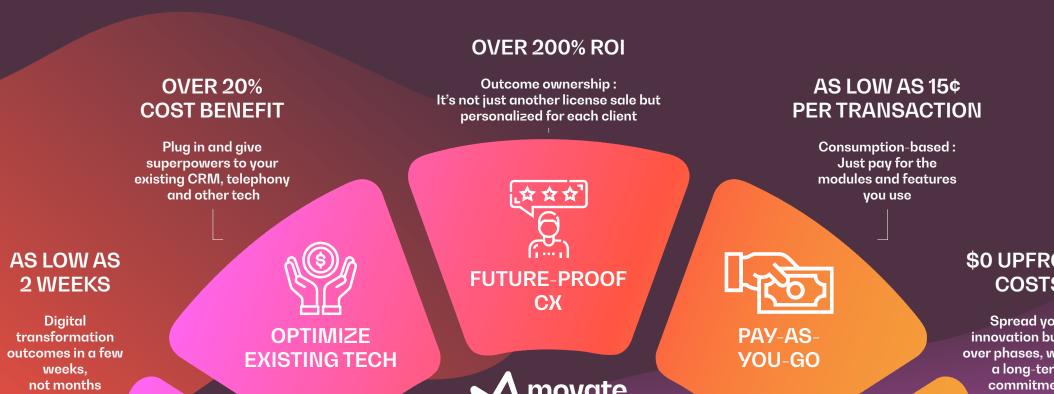


Set-up of reports & dashboards



Cognitive & visual assistant implementation

## Realize outcomes from the #1 CX platform in the industry









**\$0 UPFRONT COSTS** 

Spread your innovation budget over phases, without a long-term commitment





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



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

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



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

#### Transition to a smart CX platform & orchestrate memorable experiences across every touch point



Check out more resources on Movate Edison



**Drive superior customer** acquisition, retention, & renewals









platform for B2B and **B2C** companies



24% customer churn

reduction for a top telecom conglomerate



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.