



ENTERPRISE PRODUCT SERVICES

Scale confidently from AI-powered support
to AI-led breakthroughs.

The new era in technology services witnesses AI as a true business enabler, reshaping how enterprises operate, grow, and engage customers. In the face of cost pressures, revenue demands, and rising expectations from customers, the path forward lies in profitable models, scalable operations, and sustainable AI-led growth.

Movate helps customer success & revenue leaders via AI-driven technology services that optimize operations, boost efficiency, and elevate every customer interaction.

Harness AI-powered insights to boost customer renewals, account expansion, and value realization.



“LEADER”

— in —

**ISG Provider Lens™
for Customer
Experience Services
(Global) for
4 consecutive years**

Our Core Service Offerings



**Enterprise CX
transformation**



**Customer
acquisition**



**Professional
services**



**Multi-tiered
technical support**



**Movate
SalesEdge**



**Customer success
& renewals**

What makes us different?

27 years

300+ enterprises &
SaaS organizations

**7000+
domain experts**
delivering 95% CSAT

30%
pay for
outcome-based
engagements

**40%
cost reduction**
from AI embedded
services

Awards and Accolades



Recognized as a **“Leader”** in
NelsonHall’s Conversational
Commerce 2025 NEAT for
Sales Capability



Won the Silver Award
for **AI innovation**—20th
Annual 2025 Globees®
Awards for Technology





















Recognized as an **Enterprise
Innovator** (Horizon 2) in the HFS
Horizons 2025 report for
Generative Enterprise Services



Clinched Gold at the
Titan Innovation Awards
2025—**Best AI Technology
Innovation**



Our Service Snapshot

Technologies	<ul style="list-style-type: none">✦ Routers (Core, Edge, Branch)✦ Campus Network Switches (Access Core, Chassis)✦ CD-WAN		<ul style="list-style-type: none">✦ Onsite Controllers✦ Cloud Management✦ Indoor/Outdoor Aps✦ WLAN Authentication✦ WLAN Security		<ul style="list-style-type: none">✦ Next Gen Firewall✦ End Point Security✦ Cloud Security✦ Application Security		<ul style="list-style-type: none">✦ UCaaS✦ CPaaS✦ On Prim/site✦ Call Center✦ Collaboration		<ul style="list-style-type: none">✦ Network Management✦ Network Analytics✦ App Delivery Controller✦ Virtualization		<ul style="list-style-type: none">✦ Enterprise File Storage✦ SAN✦ NAS✦ Cloud File System							
Platforms	 Hardware		 Software		 Private Cloud		 Public Cloud		 Virtual Machine		 Digital							
Industries	 Hospitality		 Retail		 Healthcare		 Sports		 Entertainment		 Automotive		 Financial		 Tech		 SaaS	
Customer Segments	 SMB				 Mid Enterprise				 Large Enterprise									
Business Models	Channel / Business Partners, VARs, System Integrators							Direct Enterprise Customer (End Customer)										
Focus Area	AI led Tech Support			Tech enhancement & management			Professional Services				Movate SalesEdge							
Multi-tier support team	Support for business			IT admin support			On-premise support				Partner support							
End-to-end Expertise Across Enterprise Ecosystem																		

Success Stories

HIGH QUALITY MULTILINGUAL TECHNICAL SUPPORT FOR A LEADING SECURITY COMPANY

10+ years technology support partnership across 4 countries

17% cost reduction with a cost-per-case model

10x scale up of support engineers to match business growth

100% CSAT for SL1, Focused Services & Platinum Teams

DIGITAL-LED MULTICHANNEL SAAS PRODUCT SUPPORT FOR A LEADING ANALYTICS SAAS PLATFORM

First-time end-to-end product support outsourcing to focus on core competencies

30% of ticket volume managed

10% TCO reduction

90% CSAT maintained

INBOUND AND OUTBOUND SALES SERVICES FOR A LEADER IN THE E-SIGNATURE MARKET

Multi-lingual omnichannel sales services via cost-effective offshore locations

\$4,200 average MRR per month per sales agent

>\$4.2M of new MRR generated

10% QoQ increase in MRR

Increase in customer spend by **1.35X**

About Movate

Movate is a global enterprise product and digital technology services provider committed to disrupting the industry with agility and innovation. Our W(AI)VE™ of transformation approach enables clients to drive AI-first strategies with a challenger mindset and outcome-driven solutions. We offer end-to-end services spanning AI-led technical support, technology enhancement, professional services, customer acquisition & lead qualification, and customer success & renewals. With 12,000+ employees across 20+ global centers, Movate helps clients across industries enhance enterprise CX and drive measurable business outcomes.

For more information on Movate or any of our services, please send a mail to info@movate.com or visit www.movate.com.

©2025 Movate Inc.
All Rights Reserved.