

Ride The W(AI)VE™ of AI-powered CX Transformation



With deep roots in digital engineering and transformation, Movate's BPO services has almost 3 decades of delivering exceptional customer experiences for some of the worlds most marquee brands.

Rather than simply tacking on solutions, Movate's CX focused transformation removes inhibitors to adoption and offers scalable solutions via a model that guarantees lower TCO year-on-year. The team brings industry depth, strategic partnerships with a technology-agnostic, consultative approach to help clients drive CX ROI in the AI economy.

Work with a trusted CX partner to elevate experiences, stay future-ready and navigate today's business challenges.

DISRUPT AND LEAD THE WAY

CHALLENGER MINDSET



Reimagine the ordinary

ACCELERATE YOUR AI GO-TO-MARKET

Launch innovative AI solutions 50%+ faster with Movate's agile, disruption-ready frameworks.

SURPASS YOUR OWN BENCHMARKS

60%+ of clients exceed targets through our bold, innovation-led engagement.

AI-FIRST STRATEGY



**AI at the core,
not an afterthought**

ACCELERATE YOUR AI GO-TO-MARKET

Trusted by Fortune 500s to embed AI at the core of their digital strategies.

MAXIMIZE ROI FROM DAY ONE

Our human-in-the-loop agentic AI models bring you the best of technology and expertise.

OUTCOME- DRIVEN ENTERPRISE



**Achieve real business
impact**

DRIVE RESULTS, NOT JUST DELIVERABLES

40%+ of our engagements are outcome-based, with built-in accountability for your success.

CO-CREATE WITH CONFIDENCE

We work side-by-side with you to unlock untapped business growth opportunities.

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 Globee® 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**

12,000+
experts

25+ Years
of delivering
results

8000+
flex
experts

35% faster
agent ramp up via
digital onboarding

3K+ agent
seat optimization
via Automation

1M+ contacts
deflected via AI in
the past 1 year

300+
analyst recognitions
[2019 – 2024]

WORK WITH THE CX LEADER



Contact Center - Customer Experience Services Intelligent Agent Experience

Global 2024

Source: ISG Research



Contact Center - Customer Experience Services Intelligent CX (AI & Analytics)

Global 2024

Source: ISG Research



END-TO-END AI-LED CX SERVICES PORTFOLIO

CX Transformation
as a Service

On-demand
Peer Experts

Movate
SalesEdge

Customer Service
& Satisfaction

AI/ Gen AI
Services for CX

Technical
Support

LEAD THE NEXT W(AI)VE™ OF EXPERIENCES

SUPPORT LIFECYCLE	Discover & Pre-support	Engage & Triage	Resolve	Analyze & Optimize	Improve & Advance
MOVATE DIGITAL SOLUTIONS	Movate Sales Caddy - Act as a digital assistant for pre-sale query, upsell/cross-sell enablement.	Agentic AI - Instantly triage tickets, recommend responses and automate repetitive queries.	Agent Assist - Provide live agent assist, suggest next-best actions, and execute backend actions.	Movate Insights - Measure CSAT, FCR, deflection and sentiment trends.	Agentic AI & Movate Insights - Fuel innovation labs with insights.
	Movate Insights - Understand customer intent from past interactions	Language Arbitrage - Break language barriers for global support reach	Automation - Handle workflows, approvals and backend ops.	Automation - Identify repetitive issues and triggers auto-resolution.	Language Arbitrage - Scale content and support across geographies.

Partnering with innovative solution providers



Movate EDGE drives agent lifecycle excellence with AI-powered operations.



SUCCESS STORIES OF ONGOING CX INNOVATION

Multi-lingual technical support meets high tech support demands & faster resolutions

For a home and business surveillance solutions provider



96%

96% CSAT scores against a target of 90%



Consistent higher

CSAT score than onshore captive centers

Agentic AI drives savings & handles higher peak loads for smarter redemptions

A global gaming & entertainment platform



87%

improvement in autonomous resolution rate (from 6%)



\$429K

annual savings and 2-3X peak load handling

AI-powered BI platform drives swifter reporting & extracts real-time executive insights

For a leading player in the hearing care solutions space



50%

reduction in turnaround time



Faster,

more agile decision-making empowered leaders to proactively respond to market changes

DESIGN FUTURE-PROOF STRATEGIES WITH
MOVATE'S AI-FIRST DIGITAL CX FRAMEWORK.

Contact us.



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.