

Verint Business Advisory Services

Verint® Business Advisory Services™ are focused on delivering advanced consulting and business management solutions to help our clients achieve specific business results, not just technical objectives. Whether it is in process excellence, customer journey mapping, project management, or helping organizations manage change, our experienced consultants are focused on delivering outstanding results for our clients.

Our management consultants, many of whom are certified project managers, have worked in the consulting industry for an average of more than 20 years. Regardless of the type of engagement — from large, company-wide projects to process optimization to technology implementations — our unwavering project focus, combined with our deep experience, proven approach, and analytical tools, help Verint to execute on time and on budget.

Business Advisory Services are those consulting services where we:

- Capture every customer touch point with a holistic methodology that goes well beyond a standard process map.
- Provide an analysis of the state of customer engagement efforts across your enterprise.
- Jump start new (or reinvigorate existing) customer experience programs.
- Examine the strategy, practices, and effectiveness of the contact center and other critical customer-facing areas.
- Provide in-depth views — encompassing technology, people, and processes — to provide a holistic view of customer interactions so you can focus on those that matter the most.
- Incorporate change management best practices to help ensure that sustainable organizational transformation takes place.

VERINT.



Now you can:

- Work with a partner who understands your business and how to operationalize customer insights into action across your organization.
- Drive better strategic decision making and investments.
- Manage the complexity of disparate processes and technologies across multiple departments.

Verint Business Advisory Services

Get the Most from Your Verint Solutions

Verint Business Advisory Services are available in the following packages:

- **Verint Change Management** — By anticipating the impact of technology and other planned changes on your employees, business processes, and organization, you can proactively address those changes to help drive project success, including goal alignment, organizational readiness, enablers, risks, and employee perceptions.
- **Verint Customer Engagement Capability Assessment** — By leveraging a proprietary maturity model for measuring and scoring your current capabilities in areas that impact customer loyalty, revenue enhancement, operational efficiency, and risk reduction, we measure how effectively your current technology and business processes support key goals for customer engagement. We provide actionable recommendations to help you identify and prioritize engagement initiatives.
- **Verint Customer Engagement Center Optimization** — We examine the strategy, practices, and effectiveness of your contact center and provide a roadmap to help it become a world-class customer engagement center. We analyze how well your center meets the needs of your evolving customer engagement strategy and propose a set of specific actions to help ensure your technology investments and team are fully optimized.
- **Verint Customer Experience Launch Program** — To help you launch new (or reinvigorate existing) customer experience (CX) programs, we conduct a comprehensive internal and external examination of your CX practices. It can help you understand the end-to-end customer journey and establish practices that capture feedback on all of the different interactions that drive the customer experience.
- **Verint Customer Journey Mapping** — By applying a holistic methodology to help capture every customer touch point — from brand awareness and pre-sales interactions to post-sale activities — we help align your operation and infrastructure with the needs and behaviors of your operations.
- **Verint Enterprise Quality Analysis** — We examine the current state of your quality management program to provide leaders with insight to help them better coach and empower their teams to address customer needs. We review your transactional data, conduct focus groups and surveys, review your first-call resolution metrics and tools, and perform quality assurance call reviews to help identify specific opportunities for improvement.
- **Verint Knowledge Management Health Check** — We measure the effectiveness of your KM program from a variety of aspects, including user experience, content quality, KM system features and capabilities, and program governance and metrics.
- **Verint Knowledge Management Strategic Blueprint** — We help design or refine a strategic plan and roadmap to align your KM program with your long-term business goals. The roadmap presents a comprehensive strategy and a go-forward approach to help you achieve success and foster a greater return on your technology investments.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

The Customer Engagement Company™

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