

# Verint Cloud Workforce Engagement Solutions

Your employees can make the difference between customer loyalty and customer churn. Why not empower them with flexible, modern cloud tools to help simplify their jobs and deliver exceptional experiences?

As a provider of cloud solutions for over a decade, Verint powers more than three billion customer interactions in the cloud each year. All of our customer engagement solutions are available in the cloud, so you can take advantage of the latest technology with fewer IT resources and up-front costs than traditional, premises-based software deployments. And you don't have to settle for limited functionality. We offer full-featured, unified workforce engagement solutions to fit your organization's needs and budget, whether you're a large, multinational enterprise or a small- or mid-sized business. It's cloud without compromise.

Since many organizations have prior on-premises investments, we've designed our solutions to be open and vendor-neutral. Our cloud solutions can communicate seamlessly with your onsite PBX/ACD hardware, allowing you to retain these existing resources while realizing the benefits of workforce engagement.

If you already have an established hosted environment (such as Amazon Web Services), you can still add Verint solutions. We offer pre-built integrations that connect and integrate to telephony cloud solutions. Better still, you can choose the deployment model that works for your business, from full cloud to hybrid to on-premises, and evolve to the cloud at your own pace.

**VERINT.**



## Now you can:

- Benefit from Verint's proven solutions for workforce engagement, without the cost, planning, or resources required by traditional, premises-based deployments.
- Scale your usage easily, depending on the needs of your business.
- Select from subscription-based options with resiliency, scalability, and security to fit your organization's needs and budget.
- Take advantage of an open platform that can support current investments while enabling you to modernize at a pace that fits your needs.

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## Gain Advantages over Traditional Deployments

Verint cloud workforce engagement solutions offer a number of advantages over traditional deployments, including:

- **Potential Cost Savings** – There's no need to purchase software licenses or hardware. This provides incremental budgeting ease and can save you significant money in the long run.
- **Better Version Control** – Since back-end infrastructure is updated automatically, your organization can move to the most current versions of the solution — without being responsible for performing the installations. The process is managed for you.
- **Enhanced Security and Reliability** – For added security with multi-tenant subscriptions, Verint provides data segregation that is independent of organizational structure, enabling your data to be managed in an isolated, independent way. We manage and maintain your infrastructure in secure data centers 24/7. High availability among data centers helps ensure reliability in the event of a disaster.

Protecting your organization's data is a top priority — for you, and for Verint. From enhanced data segmentation methodologies to diverse encryption technologies, we offer a security-first approach to help protect data at every level and offer you peace of mind.

- **Affordable Subscriptions** – We deliver our cloud-based solutions based on an all-inclusive, predictable monthly subscription fee.
- **Fewer Technology Hassles** – Because our workforce engagement solutions run on our infrastructure, not yours, if a problem arises, our professionals will address it, often without you even knowing something needed attention. Our experts provide 24 x 7 x 365 management of the necessary infrastructure in a secure data center, enabling your team to focus on other activities that can help drive your business.
- **Fast Implementation** – All that's needed to get started are initial configuration and training. Everything else is ready to go!
- **Scalable Licenses** – You can easily scale up or down to accommodate seasonality or other fluctuations, so you can ensure you're paying only for what you need.

## 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™

### Americas

info@verint.com

1-800-4VERINT

### Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

### Asia Pacific

info.apac@verint.com

+(852) 2797 5678



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com

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