

Group Elite

Facilitating Change, Modernization, and Customer Engagement Excellence on a Global Scale

About Group Elite

Group Elite is a leading provider of professional and managed services for implementation, support, consulting and sales of contact center, workforce management, and fraud and compliance solutions in North America, Europe, the Middle East and Africa.

A Verint partner since 2017, the Group Elite team has a combined 500+ years of experience in contact center management, technical support, and back-office operations, with 80+ certified professionals on staff.

Group Elite delivers and manages Workforce Engagement Management (WEM) solutions globally in the cloud, on premises, and via hybrid deployment models. Clients receive support and maintenance through Group Elite's 24/7 North American-based Network Operations Center.

Group Elite specializes in large-scale global deployments with complex integrations, and has extensive experience supporting the Fortune 500. The firm also partners with over 20 Verint reseller partners to provide white-glove support to their clients, help them launch ASP models of Verint cloud solutions and to provide robust peer-to-peer knowledge exchange and support.

Group Elite: Our Experience is Your Advantage.

Better Together: Group Elite and Verint

Working with Verint and Verint partners, Group Elite has helped facilitate change and system modernization for more than 300 customers.

To ensure high usability and return on investment, Group Elite offers an outcome-based implementation and training approach. This model starts with an understanding of business drivers and pain points to understand how customers can best deploy and leverage Verint solutions.

Group Elite also offers "Quick Win" solutions, short and metric-driven solutions mapped to the Verint Workforce Optimization solution suite. These 27 Quick Win consulting packages are based on a comprehensive set of use cases such as First Contact Resolution, Agent Churn, Self-Service Adoption, Customer Effort, Regulatory Compliance, etc. These targeted engagements deliver clear and defined ROI.

Verint Partner Case Study



Headquarters

Laval, Quebec



Website

<https://www.groupeelite.com/>

VERINT®



Group Elite and Verint want every client to maximize their workforce engagement potential. As a Verint global strategic partner, Group Elite focuses on enabling explicit customer outcomes and a rapid return on investment.



– Shane Maguiness, Vice President of Global Partner Development, Group Elite.

Group Elite offers two products to support integration and migration in and around Verint solutions.

- **EliteSync** automates WFM schedule changes from what’s published to what really happened to ensure contact center payroll accuracy.
- **EliteKeep** allows compliance-driven organizations to switch call recording vendors by migrating their old recordings to Verint or by keeping them safe and secure for their archival duration in the cloud.

To enable the Verint sales team and the Verint Connect partner community at large, Group Elite also hosts a popular webinar series as part of its commitment to industry education.

Global Financial Services Company Saves \$600,000 Annually Via Improved Compliance

One global financial services company engaged Group Elite to help support regulatory compliance and to specifically address a costly issue. The core problem with its existing scenario was that agents were required to code bankruptcy interactions through call dispositioning, thus triggering legal proceedings. Each incorrect or missing code could result in \$25,000 in fines per month. Leveraging Verint Speech Analytics™, Group Elite leveraged custom data to categorize these calls and to trigger agent coaching when codes were missing. This four-week engagement saves the company \$600,000 per year.

Why Group Elite Partners with Verint

“Group Elite and Verint want every client to maximize their workforce engagement potential,” said Shane Maguiness, Vice President of Global Partner Development, Group Elite. “As a Verint global strategic partner, Group Elite focuses on enabling explicit customer outcomes and a rapid return on investment.”

Group Elite has a track record of solving 95% of support inquiries in-house, and in those instances when we need assistance from Verint, they are very responsive, which translates into fast time to resolution for Verint customers.

“Workforce Optimization is a ‘land and expand’ opportunity, but that means every implementation has to go right. Group Elite and Verint are committed to helping customers get it right all the time.”



Learn more at www.verint.com

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