

SPAR Solutions

Verint Partner
Case Study

Committed to Helping Customers Realize the Full Value of Their Verint Investments

About SPAR Solutions

Founded in 2003, SPAR Solutions is a global systems integrator and a Verint® professional services partner. With experience built over hundreds of implementations, SPAR Solutions is focused on helping businesses get the most value out of their technology investments. SPAR Solutions offers a wide range of services, including implementations, upgrades, migrations, reporting solutions, and application support across verticals such as financial services, insurance, manufacturing, high-tech, telecommunications, healthcare, and retail.

Headquartered in Atlanta with a development center in Pune, India, SPAR Solutions implements projects worldwide that range from mid-market companies to large multinational corporations.

SPAR Solutions has a significant Verint practice built around Verint's customer engagement product suite, including Verint solutions for case management, knowledge management, desktop and process analytics, intelligent virtual assistants, and workforce engagement. SPAR Solutions also has a complementary Salesforce.com practice, as well as a cloud practice focused on AWS and Azure Cloud solutions. Leveraging the spectrum of these capabilities, SPAR's Verint practice helps deliver solutions for the entire lifecycle of the customer journey for end-to-end customer engagement across every touchpoint.

Better Together: SPAR Solutions and Verint

Implementing Verint Knowledge Management™ solutions and tools is a key focus area for SPAR Solutions. It's often challenging for customers to realize the full potential of what a knowledge management solution can deliver and how to select the right solution that fits with the customer's company policies and procedures. SPAR Solutions excels in helping customers adopt best practices to make knowledge management a powerful and impactful business tool.

"Highly personalized integration and business consulting services to support customers for the long-run is our strength, and this is synergistic with Verint's strategy to create solutions to simplify, modernize, and automate customer engagement," says Raju Ganapathy, Co-Founder and Managing Partner, SPAR Solutions. "We see ourselves as the catalyst that takes customers beyond implementation and stays with them throughout the entire journey. Continued support and engagement ensures they realize the full value of their technology investments."



Headquarters

Atlanta, Georgia



Website

www.sparsolutions.com

VERINT.®

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– Raju Ganapathy, Co-founder and Managing Partner, SPAR Solutions.

Driving Customer Engagement Efficiencies for a Fortune 500, American Multinational Financial Services Corporation

SPAR Solutions and Verint recently teamed up to deploy Verint Case Management™ to automate and drive efficiencies for the organization’s customer service call centers around the world to effectively serve their global customer base.

Verint Professional Services, SPAR Solutions, and Verint Engineering collaborated to deliver the solution, which involved tailoring the case management and omnichannel functionality to meet the client’s needs, implementing knowledge-infused processes into workflows to bring contextual knowledge to users, and implementing various business system integrations to support an integrated 360-degree customer view.

The organization realized huge benefits from this implementation; the solution greatly improved the employee experience and had a direct impact on improving its customer experience. Average handle time was reduced by 29 percent, while CSAT scores went up by five percent. Additionally, the number of screens that users had to access overall dropped dramatically.

Why SPAR Solutions Partners with Verint

“Verint has innovative products that are backed by a partner-centric company,” says Ganapathy. “The level of engagement and ongoing training and support from Verint makes our job easier. The best thing about working with Verint is the people and their values. Their dedication, passion for work, collaboration, and trust aligns wonderfully to our own core values. Partnering with Verint feels like we are together in the same purpose and goal.”

Verint-SPAR customers benefit from a unified front as well. “We’ve learned from our customers that when we work together with Verint, the customer sees us as one team. The synergy is so good, it just works every time,” concludes Ganapathy.



Learn more at
www.verint.com

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