VERINT

Verint Services

Elevate Customer Experience with services that augment Verint Platform, accelerating time to value and realization of desired business outcomes.

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Overview

Verint® Open Platform™ was built to deliver AI Business Outcomes, Now™ and increase your CX automation with the ability to elevate customer experience while simultaneously lowering costs. Our open platform is designed to eliminate inefficiencies, improve productivity, and deliver consistent, differentiated experiences at scale across every interaction.
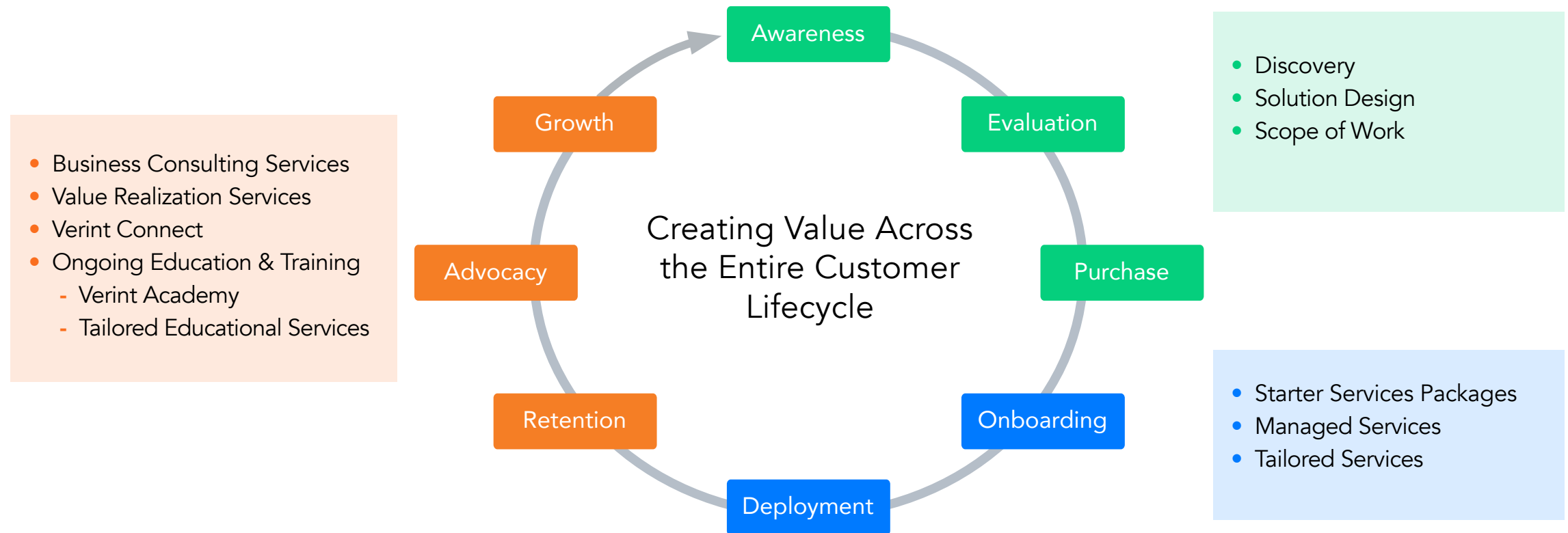
To maximize the potential of Verint Platform, Verint and our partners provide technical and consulting services. The services offered include:

- Onboarding Services
- Consulting and Value Realization Services
- Ongoing Education and Training
- Managed Services

You can find a comprehensive list of our services on Verint's Services Catalog.

Verint Services for All Stages of the Customer Lifecycle

Verint services are designed to help organizations get the most out of our open platform and achieve their desired business outcomes over the entire customer lifecycle.

- Business Consulting Services
- Value Realization Services
- Verint Connect
- Ongoing Education & Training
  - Verint Academy
  - Tailored Educational Services

Awareness

Growth

Evaluation

Advocacy

Creating Value Across the Entire Customer Lifecycle

Purchase

Retention

Onboarding

Deployment

- Discovery
- Solution Design
- Scope of Work

- Starter Services Packages
- Managed Services
- Tailored Services

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Challenges in Creating Value

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Unfortunately, many things can get in the way of realizing the total value of your software implementations. Your organization may lack the resources or technical skills needed to manage the solution. Organizational changes or a market shift can affect priorities and take focus and resources away from your project. You could experience turnover, losing the people trained on the solution—or there may be individuals unwilling to give up the old way of doing things.

That's why Verint and our partners offer various services that augment Verint Platform and help you with solution deployment, change management, continuous training, and re-evaluation and alignment of solutions to your business needs. These services help ensure you get the full value of your solutions faster and can more easily maintain those solutions to help achieve your desired business outcomes.

Implementing a new software solution is often a large investment, not only in cost but also in resource time across a broad range of functions. Consequently, expectations are high for fast value creation and return on investment. As part of your onboarding strategy, you want to have:

A clear roadmap to value creation.

Processes and oversight to ensure solution adoption.

Tangible success metrics.

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Solution Discovery and Design

Trying to find the right solution or combination of solutions to solve your business challenges can be overwhelming when there are so many options and approaches. How can you be confident you are choosing the right one(s)? That's where Verint solution consultants come in.

Our consultants will guide you through business-needs assessment, functionality requirement gathering, and "best fit" solution analysis to align our solutions with your business goals. We help quantify the potential value of proposed solution(s) to support your business case development and assist in short-term and long-term acquisition planning.

Together, you can decide on the solutions that best achieve your organizational goals, design solution deployments that best fit your organization's environment (cloud vs. hybrid, communications and CRM platform integrations, etc.), and document expected outcomes. This way, the Verint team and customer deployment team have a clear plan and shared expectations.

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Onboarding Services

Our onboarding services help you plan, implement, and integrate your solutions efficiently, increase knowledge of the solutions, and promote adoption of best practices across your organization.

Starter Services Packages for Verint Platform Customers

With Verint Starter Services Packages, you can get up and running quickly while minimizing services costs—requesting additional services as needed at any time during the project. The Verint Starter Services Packages include everything you need to go live, including:

- A project management and initiation session
- An application configuration design workshop
- Verint Academy self-paced learning (where applicable)

We even have starter services packages for our suite of Verint Bots!!

Tailored Services

Sometimes, your environment or business requires efforts above and beyond the standard configuration. If you have a homegrown system or a unique tech stack with which you need to integrate, tailored services can help.

Our partners or the Verint Professional Services team can work with you to design, build, and implement your Verint solution(s) to meet your unique needs. The typical Verint implementation includes onboarding, readiness, technical and application design, best practice consulting, technical and application configuration, system and quality testing, training services (both self-paced and instructor-led), and support during user-acceptance testing and go-live.

Consulting Services

Our business consultants and partners can analyze your current business environment and provide recommendations to connect data, work, and experiences to create a differentiated customer experience, drive stronger solution adoption, and improve operational performance. These skilled resources can augment your team with project- and change-management expertise, and can share best practices to improve processes and drive consistency across your organization. Our goal is to help you improve operational performance and realize tangible business outcomes.

Our experts and partners can help you:

- Develop a customer engagement strategy.
- Define a plan for AI deployment, navigating insights and creating actionable business outcomes.
- Improve operational efficiencies.
- Balance automation and human interaction.
- Build customer journey maps.
- Optimize management processes, and more.

Value Realization Services

Value Realization Services help our customers mature and optimize their use of Verint software post-implementation, offering a clear path to value and increased solution adoption. We can help you regain focus on the desired business outcomes and promote standardized application usage, processes, and governance to help ensure continuous value creation. These services provide a tangible way to track the actual impact your solutions have on customers, business operations, and, ultimately, shareholder value.

Our business-value consultants will work with you to identify and understand your business challenges, review your current processes, and help define objectives and success criteria. The consulting engagement will include a detailed usage analysis, documentation of recommendations and opportunities, and, where applicable, recommend software configurations designed to increase value.

Most Value Realization Services are specific to the solution and can be found in the Services Catalog on Verint Connect. In addition, we offer two Value Realization Services that take a higher-level view of your Verint Platform solutions:

- Value Discovery – Designed to help understand your goals, business needs, operations, and utilization in order to attain more value from your current Verint Platform solutions.

- WFE Technical Architecture Health Check – Assesses the availability, reliability, and speed of your Verint environment to help keep your IT systems running smoothly, allowing you to leverage the knowledge of our organization across multiple industries and best practices.

Ongoing Education and Training

One of the most common causes of poor solution adoption or value creation is employee turnover. The individuals who were initially trained as part of the onboarding process move on. Maybe they trained their replacement—or maybe not. The new administrator is either self-taught, or only exposed to the features and functionality the previous admin showed them—potentially missing key capabilities. That's why we offer many training options to help keep your administrators and users up to date in their knowledge of their Verint solutions.

Verint Academy, accessible through Verint Connect, provides interactive learning experiences to support different types of learners and different levels of experience, with instructor-led classes and self-paced, on-demand learning available anytime, anywhere. It houses a large library of self-paced training options available at no additional charge for SaaS customers. Verint Academy helps support you through your entire customer journey.

In addition, when needed, we can work with you to design training that's customized to your business needs.

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Managed Services

On-premises customers who leverage Verint Technical Managed Services benefit from a dedicated service director who is responsible for program delivery. This individual works with you to implement a sustainable program that includes system monitoring, updating, and control. You'll receive connected data analysis, business trend reporting, change-management reporting, and opportunity and benefit analysis. Aside from the certainty that you are getting the maximum value from your customer engagement solutions, Verint Technical Managed Services provide robust governance processes that fuel cost savings, maximize system availability, accelerate time to value, and increase flexibility for your IT organizations.

All Verint customers can take advantage of Premium Plus Support, which provides a dedicated support account manager who understands your organization and its unique requirements. The support account manager will proactively oversee support activities and provide context to assist you with critical IT decision making, help maximize system uptime, and ensure clear communications with internal constituents. Learn more about Premium Plus Support.

Augment Verint Platform

Verint Open Cloud Platform provides best-in-breed solutions and an open, extensibile architecture that can enable you to seamlessly connect to your enterprise cloud ecosystem and share data across your operations. But if your people don't know what to do with the data or how to use the solutions to drive your desired business outcomes, you might not capture the full value of your solutions.

Verint Services provide the analysis, guidance, best practices, and knowledge to augment your Verint solutions and help you build the processes and expertise needed to help eliminate inefficiencies, improve productivity, and deliver consistent, differentiated experiences at scale across every interaction.

Verint Service Units

Verint offers a flexible way to engage in any of these services through Verint Service Units!

Verint Service Units (VSUs) are pre-paid service units that can be used throughout a 12-month period for anything in the Verint Services Catalog. Future proof your investment by purchasing VSUs in blocks that can be spent throughout the year toward common events that may require services engagement.

Optimization: Your organization wants to increase or maintain usage, look for efficiencies in process and application configuration and ensure you are utilizing the latest and greatest platform features effectively.

Expansion: Your organization adds new modules, new functionality, integrates with another system or adds another line of business into the Verint solution.

Turnover: A subject matter expert leaves/transfers to another role and you need to train new resource(s).

Benchmarking: Your organization wants to benchmark your operations and solution maturity against industry standards or get an outside in point of view on your use of your Verint suite.

Budget constraints: Your organization needs additional services support to maximize solution usage/value, but budgets have been cut, or the timeline for approval is too long.

Verint Connect

Verint Connect is Verint's online portal for customers and partners and is a one-stop-shop for resources on products, solutions, and services.* On Verint Connect you can:

- Review product information.
- Open and manage your support tickets.
- Review and submit ideas for future product enhancements.
- Browse and download product extensions.
- Review API documentation for custom developments.
- Access Verint Academy and our online Services Catalog.

The Verint Services Catalog provides registered Verint Connect users with a list of service offerings that augment Verint Platform to enable shorter time to value and help you realize your desired business outcomes.

The Services Catalog allows Verint Connect users to self-serve and search for services offerings based on a specific product, set of products, or type of service, such as:

- Onboarding Services
- Consulting and Value Realization Services
- Ongoing Education and Training
- Managed Services.

Verint Connect users can also request a quote directly from within the Services Catalog or select an option to enroll for an education and training offering. This accelerates time to engagement by quickly connecting users with a Verint contact.

For more on Verint's Services Offerings, visit **http://www.verint.com/services-support** and **Verint Connect**, or reach out to your dedicated account executive.

*Verint Connect requires registration prior to use. Click here to register.

VERINT®

Americas

info@verint.com

+1-770-754-1900

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+(852) 2797 5678

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