

# Delivering Exceptional Customer Experiences & Winning Outcomes

Our 15,000 employees span four continents including North America, the UK, Australia and India. Their focus is always on improving outcomes for your customers and business operations.



## PROVIDING SOLUTIONS TO COMPLEX BUSINESS CHALLENGES AND OPPORTUNITIES

Vertex Business Services is a leading global provider of customer management solutions. We are inspired by the spirit of innovation and are dedicated to delivering exceptional customer experiences. Our range of transformational capabilities deliver winning outcomes for clients and include BPO & Customer Management Outsourcing, Consulting and Transformation, IT Applications & Services and Decision Sciences to clients in the U.S., Canada, the UK, Australia and India.

We work with companies around the world to transform service delivery, focusing on your capability, ambition and brand.

While we are an established business, we are always building new relationships and seeking fresh challenges.

### Industries We Serve:

- Retail
- Financial Services
- Travel and Leisure
- Media and Telco
- Technology Products and Services
- Utilities
- Public and Local Government

### Each Year Vertex:

- Supports over 50 million consumers globally.
- Answers 24 million inbound calls.
- Processes 28 million payment transactions valued at \$2.8 billion.
- Prints and dispatches 45 million documents.
- Processes 2.7 million items of incoming mail.

# How Vertex Works With Clients

## DEEP PRACTITIONERS

- **Rock Solid Performance**
- **Operational Focus on our Clients' Brand Projection and Customer Experience**
  - More than typical SLAs - metrics focused on the customer experience
  - Targeting agents' capabilities and developing effective programs to optimize performance and customer experience

## SAME SIDE OF THE TABLE PARTNERSHIPS

- **Shared Risk and Reward**  
Commercial contracting that provides mutual benefit and aligned incentives
- **Outcomes Focused**  
Quantifiable business benefit from implemented solutions
- **Value-based Approach**  
Culture focused on teaming to develop effective solutions

## ELECTRICITY OF NEW IDEAS

- Culture and capability to drive a continuous flow of new improvement opportunities
- Drawing on the best customer management thinking - best tools, emerging technologies and tested innovative approaches
- Systematically tapping into the front-line perspective of customer service employees

## IMPACT ON PERFORMANCE

At Vertex, our passion is to deliver customer management processes that have a clear potential to impact our clients' business performance. We improve and operate these front and back office processes...

- **Customer Interaction**  
Phone, e-mail, web including content management, SMS, mail
- **Customer Transaction Processing**  
Bill and correspondence print, payment processing, CRM/CIS platforms, ticketing, sector specific processes
- **Customer Workflow Management**  
Integrated, multi-channel problem resolution, product admin, ins claims, refunds and returns, debt collection
- **Customer Analytics**  
Database Marketing, propensity (e.g. to buy) analysis
- **Revenue Generation**  
Campaign management, sales thru service, retention and win back

...with these skills and capabilities...

- Business Process & Customer Management Outsourcing
- Consulting & Transformation
- IT Applications and Services
- Decision Sciences.

...targeting opportunities to deliver better...

- Brand experiences
- Sales performance
- Customer loyalty and retention
- Business efficiencies
- Channel optimization.

If you want to learn more about how Vertex can enable the business outcomes you desire, visit our web site or for more information, contact:

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