



**ALVARIA<sup>®</sup>**

Reshaping Customer Experience<sup>™</sup>



# Highly evolved customer experience and workforce engagement software

Alvaria delivers higher intelligence and efficiency for optimized customer experience (CX) and workforce engagement solutions that are scalable, resilient and secure with speed and pinpoint accuracy.

## Company Highlights

Alvaria Launch Date  
2021

Originally Founded  
1973

Employees  
1,600+

Partners  
200

## Leadership Team

Jeff Cotten  
CHIEF EXECUTIVE OFFICER

Christie Babalis  
SVP, GENERAL COUNSEL

Frank Ciccone  
CHIEF REVENUE OFFICER

Jacques Greyling  
CHIEF OPERATIONS OFFICER

Michael Gruet  
CHIEF FINANCIAL OFFICER

Darryl Kelly  
CHIEF STRATEGY OFFICER

Jeff Lauretti  
CHIEF CUSTOMER OFFICER

Gary Levy  
SVP, GLOBAL CHANNELS & ALLIANCES

Jim Pafford  
SVP, R&D

Colleen Sheley  
SVP OF GLOBAL MARKETING



In an increasingly competitive marketplace dominated by customer expectations, businesses can no longer afford to entrust critical customer experience operations to anything less than best-of-breed technology. Customer satisfaction is the key to retention and continued lifetime loyalty success for top brands across all industries and verticals. It takes an experienced, skilled business partner to deliver the best customer and workforce engagement solutions to enable businesses to deliver the type of service today's consumers expect.

Research shows, 79% of customers surveyed feel the experience a company provides is just as important as its products or services.<sup>1</sup>

From inbound and outbound voice and text-based contact to automated AI driven digital self-service interactions, consumers are now gravitating toward organizations that cater to individualized preferences for convenience, choice and personalization. Likewise, today's agents are seeking greater flexibility and satisfaction in their work lives, and prioritize employers who adopt modern, intuitive, mobile tools to make tasks easier, more engaging and more rewarding.

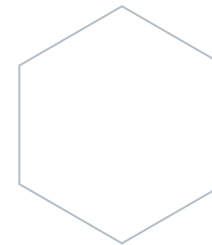
Alvaria helps businesses elevate the quality of their customer experiences and reduce customer churn with a full suite of customer experience and workforce engagement solutions, available in cloud, hosted or on-premises environments. The choice is yours. Alvaria has helped contact centers seamlessly align their people, processes and objectives to deliver remarkable customer experiences.

We succeed only when our customers succeed, which means our objectives are met by helping world-class enterprises meet theirs. From our

commitment to customer centric product development to responsive customer and technical support, we recognize the impact of quality customer care in everything we do.

Our skilled professional services team stands behind every software implementation. Plus, we offer consultative engagements to adapt a solution to meet specific business needs and objectives as well as workshops to ensure organizations realize the value and optimization benefits to improve administration efficiency as well as agent and customer satisfaction.

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of customers surveyed feel the experience a company provides is just as important as its products or services<sup>1</sup>



## Driving Customer Loyalty Through Optimized Performance

Customers overwhelmingly rank effectiveness as the most important components of great customer service.<sup>2</sup> Empowered, engaged agents are better equipped to deliver the fast, effective resolutions customers expect, while intuitive self-service applications enable customers to find answers quickly and easily.

- **Increase customer satisfaction.**  
Offer channel choice, provide superior omnichannel experiences, deploy compliant outbound campaigns and ensure quality across every experience.
- **Keep employees engaged working from anywhere.**  
Motivate and empower employees, offer flexible scheduling to meet employee and business needs, reward and incentivize outstanding performance, improve employee self-service options and provide coaching, mentoring and training.
- **Improve operational efficiency.**  
Improve outbound connect rates, automate list and campaign management, shift simple and routine transactions to self-service and meet business SLA and KPI targets.

## Trusted, Industry-Leading Solutions and Continued Innovation

Alvaria powers customer contact and workforce engagement for more than 2+ million agents worldwide in 80+ countries. Every day, we help businesses handle over 100 million customer interactions, with over 30 billion interactions per year. We invest 12 percent in R&D annually and have more than 700 worldwide patents or patents pending. Our commitment to our customers has earned us recognition as the leading provider of customer and workforce engagement solutions for many of the industry's largest and most prominent enterprises.

### Alvaria Inc:

- Connects travelers with customer service agents representing the world's largest airlines.
- Helps ensure the right agents are staffed at the right times to help customers complete transactions at the top global financial institutions.
- Provides worldwide support for enterprise contact centers with pools of over 50,000 live agents and sophisticated self-service automation.
- Consistently earns recognition from industry analysts and other independent experts, including Gartner, Forrester, TMC, Customer Magazine, Frost & Sullivan and more.

### Corporate and Americas Headquarters

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### Asia Pacific & Middle East Headquarters

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### Sources

1. Salesforce, State of the Connected Consumer, 2021
2. Aspect Customer Experience Index, 2020



4 of 5  
Top Commercial  
Banks



8 of 10  
Top Telecom  
Providers



6 of 6  
Top Airline  
Carriers



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Top Tech  
Companies



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