NTT DATA
Services

Enhance Customer Experience and Satisfaction While Also Increasing Business Value

Front-Office Business Process Outsourcing Solutions by NTT DATA

Good customer service is critical to successfully growing your business, retaining customers and protecting your company's brand. It also plays an important role in establishing and maintaining an emotional connection with your customers.

Without a strong strategy and in-depth knowledge of your customers' needs and behaviors, your business can struggle to manage and improve your customer service. To ensure a consistent experience, you need standardized customer service processes from purchase to support.

NTT DATA Services has demonstrated success in providing innovative and value-added business process outsourcing (BPO) services across customer service management. We deliver best-in-class customer care throughout the lifecycle using products and services that offer a competitive advantage in securing loyal customers and repeat business.

Front-Office BPO Solutions by NTT DATA offer a comprehensive suite of customer relationship management (CRM) services built on our deep domain knowledge, strategic alliances, experience managing our own clients and innovative technology.

Key benefits:
- Increase efficiency and productivity
- Lower total cost of ownership
- Understand your customers better with state-of-the-art analytics and contact center technology
- Drive smarter integration between customer experience, product design and marketing teams

Front-Office BPO Solutions are founded on:

- A cloud-based approach
- A 360-degree view of the customer
- A 360-degree view of the operation (Praxis)
- Predictive and prescriptive analytics
- Social media and mobility

NTT DATA provides a wide range of services, including:

- Customer service consulting
- Contact center technology consulting
- Customer experience management
- Business process transformation
- Outsourcing and offshore solutions
- Re-engineering and productivity improvement
- Omni-channel communications
- Automation consulting
- Customer acquisition and retention
- Product and technical support
- Customer care
- Offline customer engagement
- Collections
- Consulting and advisory services
- Re-engineering and re-design of existing process
- Technology refresh
- Multichannel CRM platform consulting and implmentation
- Self-service consulting

We have a strong understanding of global organizations and have been operating contact centers for our own clients since our founding.

Visit **nttdataservices.com** to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

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