

Fed up with multiple IT and contact centre vendor relationships? Life just got simpler

In today's hyper-personalised, digital marketplace, building a high-performing contact centre means more than just managing your Genesys platform. It requires experts in software development, AI and process automation, systems integration, cybersecurity, data science, recording for compliance, and much more.

But that doesn't mean you have to hire employees with niche skills that might only be needed occasionally or for a specialised project. At Kerv, one stop means just that. All your needs, under one roof, with you calling the shots.

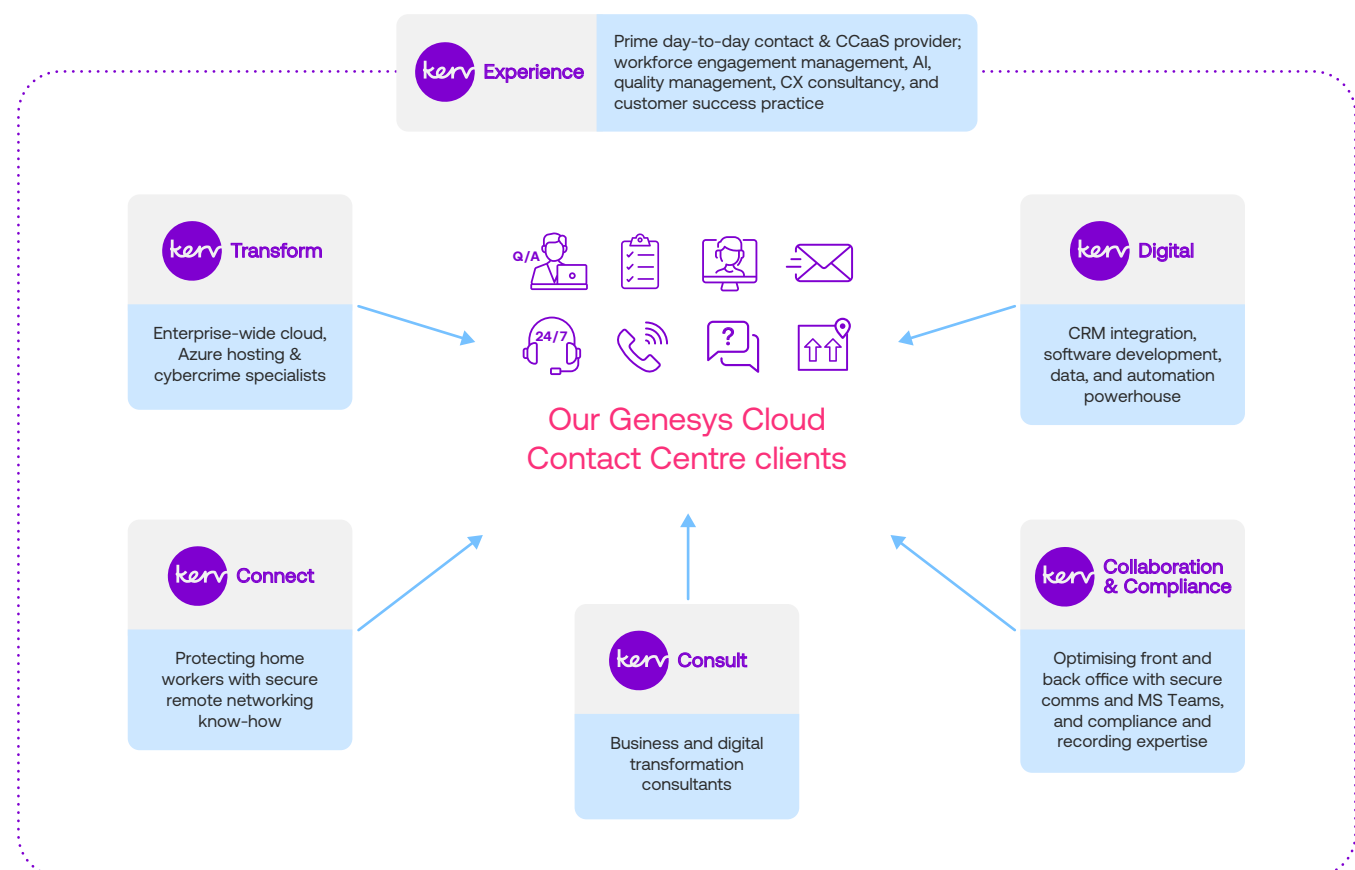


MAKE IT
EASY
FOR YOUR
CUSTOMERS
TO GET
WHAT
THEY WANT

Extra hands and skills, on demand

With over 700 employees the Kerv Group comprises six practices designed around being close to customers – both from a relationship and innovation perspective.

Sitting alongside Kerv Experience, each practice (see chart below) has its own MD controlling strategic execution and service delivery. And we place huge importance on new systems and staying up-to-date with cloud developments while acquiring the highest technical competencies.










Bringing you the best possible experience with practice specialists

When you sign-up as a Genesys Cloud customer with Kerv Experience, these combined resources are at your fingertips from day one. So, if you need to quickly react or rethink plans we've got it covered.

Perfectly balancing skillsets, experience, and personalities – our unique Kerv practices each bring something different to the table. Here are a few examples:

Practice	Specialisms	Genesys Cloud value-add
 Digital	Data science, bespoke app development, software engineering, DevOps, Microsoft Dynamics, and Microsoft Power Platform.	Reduced effort through smarter use of data, analytics, and process automation.
 Connect	Network and security integration, Secure Access Service Edge, SD-WAN, VMware, Dell, Cisco, Palo Alto, Fortinet, Versa, and Z-Scaler.	Highly secure, rapidly adaptable remote working for home-based agents.
 Collaboration & Compliance	MS Teams integration and compliance recording for FCA-regulated organisations including 50% of Tier 1 UK banks.	Better front and back office collaboration, plus multi-channel recording (calls, mobile, WhatsApp, Teams, Zoom, etc.)
 Transform	Cloud expertise (especially Microsoft Azure), managed IT services, cybersecurity, and business continuity.	Top-performing cloud connectivity, inside and outside the contact centre.
 Consult	Business change, technology adoption, IT leadership, CIO advisory, and project and programme delivery.	Future-proofed business transformation with reduced risk and time-to-benefits.



Working together, our Kerv Practices help create game-changing tech solutions to address your biggest contact centre challenges and opportunities.



As the longest standing Genesys Cloud CX partner in EMEA with the most successful deployments, Kerv Experience continues to help clients accelerate improvements that boost the customer and employee experience. To learn more, please contact Kerv Experience.

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