

Are you maximising the value of your investment in Genesys Cloud CX?

Recognised as a Gartner® Magic Quadrant leader ten years running, Genesys Cloud CX is the go-to solution for organisations in 100-plus countries. Yet, creating a high-performing contact centre takes more than simply brilliant technology.

It requires a partner who understands how to get the best out of it. One that always has your back, responds quickly, knows the way around the Genesys organisation, plugs skills gaps, and brings a wealth of knowledge and new ideas.



If you're receiving that level of support, that's great. If not, **this offer's for you.**



Kerv Experience – a Genesys Elite partner with a difference

We don't sell competing technologies or have to manage umpteen vendor relationships. Our sole focus is on deploying and supporting Genesys Cloud better than anyone else – and our business is fully aligned to doing just that.

That's why [Kerv Experience](#) has achieved fifty-plus successful implementations since the launch of Genesys Cloud CX with a 98% project delivery satisfaction rating. That's more than any other EMEA partner. It's also why we've been regularly awarded Genesys Cloud Partner of the Year, Customer Success Partner of the Year, and New Logo Partner of the Year.

Unrivalled technical support, exclusively geared around Genesys

Our Managed Services team will be with you every step of the way, simplifying implementation, operation, and continual improvement of your Genesys solution.

Available 24/7

Our skilled technicians are on hand around-the-clock to ensure consistently stunning customer experience (CX) and employee experience (EX).

Single point of contact

Our fully managed service also includes worldwide telco support. So, you won't have to hunt around, make multiple calls, and join-up the dots.

Proactive monitoring

We anticipate issues, rather than waiting for them to happen. That dramatically reduces IT tickets and fix times.



Whether you're looking to consolidate legacy systems, migrate from other cloud-based or standalone on-prem systems, or all three, we'll de-risk and accelerate your contact centre transformation. Taking change requests and training queries in our stride, that means you can **focus squarely on customer service.**

Constantly shaping CX and EX with AI thinking

You'll have access to senior CX consultants to help create and drive your own unique innovation roadmap. So, you can better target investment and unlock the Genesys features that matter most in terms of achieving chosen KPI improvements and business outcomes.



Plan with confidence

Staying up to date with the latest CX industry best practice and technological evolutions.



Execute smarter

Improving awareness and understanding of Genesys use cases and solutions designs.



Cement change

Improve understanding & adoption to accelerate your CX journey.

You invest a lot of money in contact centre technology. Kerv Experience CX consultants are there to ensure you get the best return.

Customer success is core to everything we do

Kerv Experience clients tend to stay with us for many years, but we never take that for granted. We work hard to earn their trust and loyalty. Integral to this is our dedicated team of customer success managers (CSMs). They run customer advocacy forums, roadmaps sessions and regular client review meetings.



Plug into R&D

Explaining and evaluating new Genesys features with roadmap sessions.



Finger on the pulse

Ensuring quality standards and service delivery always remain on track.



Complete the loop

Checking alignment with your project goals and tracking ROI.

Our CSMs are a passionate bunch. It's their job to help you build out the value of your Genesys Cloud platform. And they'll be by your side planning and promoting CX, EX and AI technology adoption.

Client-led development capabilities

As a customer-first organisation, our dev team works closely with Kerv Experience clients to make life easier for their agents and customers. Here are examples of products currently available, with more on their way.



CX Translate

Remove language barriers for apps like WhatsApp to boost CX with fewer people.



CX Vizz

Custom build dashboards, improving reporting with less admin and effort.



CRM integration

Off-the-shelf plug-in connecting Genesys with Microsoft Dynamics.

Our developers are experts in creating new product capabilities that integrate with Genesys Cloud CX. In so doing, they remove substantial expense and burden from your IT budget.



Kerv Experience continues to help clients accelerate CX and EX-boosting innovations. To learn more, please contact:



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