

Leadership in Customer Interaction Automation

PSS (Product Support Solutions, Inc.) is a premier provider of customer interaction automation for leading global 1000 organizations.

“From the beginning, PSS has been focused on leveraging our expertise in automating customer interactions to provide the highest quality, most innovative and cost effective solutions in the industry – always exceeding our customer’s expectations.”

– Todd Funk, CEO, PSS

Cost-Justifiable Solutions

We offer a unique portfolio of professional and advisory services, products, and ongoing support programs to help enterprises solve complex customer service center technology challenges. Our efforts enhance customer interactions, improve operational efficiency and maximize financial return.

Through total life-cycle management, system evolution and application development, PSS creates customized, integrated solutions, significantly reducing service delivery costs and enhancing the end-user service experience.

Operating at the Speed of Business

Our delivered solutions are approached in an agile and flexible manner to achieve quick go-to-market strategies. In doing so we ensure that our clients' comprehensive support strategy is cost-effective, while addressing and solving business challenges, objectives and goals. Using PSS's unique methodologies and leveraging our years of experience we can solve integration challenges and complete full system migrations more timely than others.

Expert Advice for the Enterprise Customer Service Center

Making sense of the technologies available to automate customer interactions and making the right choice is one thing; determining the optimum implementation for each unique customer service center environment is another. As thought leaders in integration and implementation of all customer interaction platforms we provide the expertise to guide the enterprise to the best technology solution for their desired customer touch points.

The Latest Customer Interaction Technologies

Critical to brand-building and customer retention, PSS develops and supports solutions for multiple customer touch points - including the rapidly growing social media and mobile technologies - to create a highly integrated, up-to-date and efficient customer service environment.

A Global Service Footprint

As a global provider, PSS leads the industry in next-generation customer service center technology and application support. Offering unparalleled 24/7/365 customer care, managed services and maintenance programs, PSS pursues 100% customer satisfaction with time-critical dedication and absolute integrity.

The Companies We Keep

PSS is trusted by world-leading customer service companies, such as American Express, AT&T, Kaiser Permanente, Cable & Wireless, Telstra and Sempra to support their contact center investments. We are proud to say we have maintained a 99% customer retention rate since our inception in 2002.

THE OTHER 90%

PSS focuses on the entire lifecycle of the customer interaction solutions they provide to their customers, not just the first 10% that falls between the sale and the cutover to production. We invest heavily in “the other 90%” of the lifecycle to make sure our customers get the long-term ROI they expect.

CORPORATE GLANCE

- Thought Leadership
- Migration & Integration Experts
- Mobile & Social Media app's
- Serving 150+ enterprise customers
- Operating in 19 countries
- 24/7/365 Managed Services
- Supporting over 100,000 ports of IVR and 500,000 seats of CTI
- Managing over 2,000,000,000 calls per year for our clients
- 99% customer retention

WORLD-CLASS CUSTOMERS

- American Express
- AT&T
- Kaiser Permanente
- Sempra
- British Airways
- Vodafone

KEY PARTNERS

- Genesys
- Loquendo
- Voxeo
- Avaya/Nortel
- Convergys

Call **800.506.7119**

Email sales@psshhelp.com • Web www.psshhelp.com • FB www.facebook.com/psshhelp • Tweet [@psshhelp](https://twitter.com/psshhelp)

Services and Products Focused on Your Customer Touch Points

PSS offers a unique portfolio of professional services, technical advisory services, ongoing solution life cycle support programs and innovative products - all to help enterprises solve complex customer service center technology challenges while enhancing customer interactions, improving operational efficiency and maximizing financial return.

Professional Services

Our Professional Services Organization brings years of experience with the design, development, deployment, training and support of customer service center solutions. We provide vendor-independent consulting services, and industry leading professional services for solution design, development, project management, systems integration and end-to-end testing.

Support Managed Services

We support new or legacy customer interaction solutions including Web Chat, SMS/Texting, IVR, CTI, Mobile, eMail, Fax and Social Media, even if they are beyond the manufacturer's end of life. You don't have to rip out the entire system because it is outdated or seems too complex to support. We are experts at extending the life of existing equipment, or making sure new solutions hum along at peak performance after they're deployed.

Our Partner's Products

Being partnered with the industry's leading customer interaction solutions providers enables PSS to support a wide variety of contact center systems. The following is a brief listing of only a few of our strategic partners who help us deliver a suite of contact center products and services:

Genesys is the world's number one contact center software, and a perennial market share leader in both IVR/Voice Portal and CTI solutions. We provide complete solutions based on Genesys Voice Portal as well as Genesys Framework/CIM.

Loquendo is a global leader in voice interaction technologies and is the most widely used speech recognition software throughout Europe. PSS is proud to partner with Loquendo and introduce their technology to the U.S. Market.

Convergys products allow an enterprise to apply consistent policies across multiple channels of customer interaction where PSS can provide self-service deployments.

ACME Packet is the leader in session delivery network solutions, transforming businesses from TDM to SIP networks. PSS leads installation and integration of these solutions.

Avaya As an Avaya DevConnect partner, PSS's FlexxGate product has been tested rigorously with the Avaya solutions, giving you the reassurance that your deployment will be tightly integrated and seamless.

Our Innovative Products

CREDboard™ allows brand management, enterprise-wide. It gives the customer service center, sales and marketing departments the immediate ability to update, monitor and respond to customer interactions on social media sites - as well as the critical ability to route communication to specific departments. The first social media dashboard focused on the enterprise contact center, CREDboard operates in mixed-vendor environments and provides insight, management and control to acknowledge your customers and protect your brand.

Application Centre™ is a productivity tool that includes proven best practices, automated conversion routines, and automated test case creation, allowing PSS to rapidly convert legacy IVR applications to VoiceXML. Application Centre also helps developers prototype and deploy new next-gen IVR applications quicker, thus reducing the risk and cost of building solutions from scratch.

FlexxBridge™ Through many years of working on customer interaction applications, we've learned they often require sophisticated integration to back-end data sources. The ideal solution for mixed-vendor environments, our FlexxBridge™ Integration Server software helps simplify this integration effort by providing a consistent SOA-friendly integration point that can be used by multiple customer touch point applications.

FlexxGate™ Media Gateway eases the transition from traditional analog or TDM networks to VoIP networks. Developed by PSS, the solution allows the legacy and VoIP networks to coexist so companies can keep legacy equipment (e.g. PBX or IVR with circuit-switched telephony interfaces) in service longer by maintaining compatibility with new equipment. Being able to transition at their own pace helps companies lower the cost, complexity, and risk of the transition. FlexxGate currently supports millions of calls a day for a large US-based carrier in their core network.

FlexxView™ Developed to provide proactive support of the customer interaction solutions for our customers, FlexxView™ monitors customer service center systems and provides timely alerts, notifying in advance of potential issues giving us the ability to take action before the issue is customer-affecting.

The PSS Difference

We have customer service in our DNA and will stop at nothing until our customers are satisfied. The result is the commitment and trust in PSS by over 150 leading enterprise customers, across 5 continents and in 19 countries. Some of the world's largest financial institutions, healthcare systems, utilities, airlines and government agencies continue to discover the PSS difference.

Comments

"PSS has once again shown how valuable of a partner you are to us...all levels within PSS have always taken that extra step(s) needed to meet customer expectations."
- Top Ten Telecom Provider

"Personal integrity is something I value and have enjoyed in all my dealings with PSS."
- Top Five Credit Card Company