



GETTING **LEANER, MEANER & GREENER** WITH DVSANALYTICS

Contact centers need a workforce optimization solution that can cut costs while enhancing productivity and efficiency. DVSAnalytics achieves just that—all while doing more for less.



DO MORE ^{For} WITH LESS – GO DVS



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INTRO

Introducing a Leaner, Meaner, & Greener Option for WFO

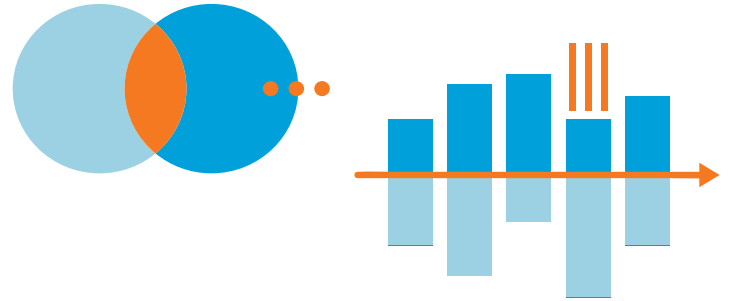
Learn how DVSA Analytics is doing more for less with our cost effective solutions.

At DVSA Analytics, we understand that businesses that make a difference are the ones that go on to be the most successful. With our Workforce Optimization (WFO) and Workforce Management (WFM) solutions, your business has everything it needs to do just that. With WFO, companies can benefit from interaction recording, analytics, quality management, reporting, as well as highly effective WFM tools. In combining these forces, businesses can reap the benefits of enhancing productivity and efficiency while improving customer service via easy-to-use and cost effective solutions.



When it comes to business, being leaner, meaner, and greener can mean a lot of things. To us, it means placing a focus on what matters to your business, taking an unrelenting approach in driving results, and increasing gains in your bottom line. For our customers and partners, this means a dedicated team that shares your business aspirations and strives to meet your goals right alongside you.

DVS is committed to providing solutions that do more for less, all while achieving real results.



DVS is committed to providing solutions that do more for less, all while achieving real results. Our team of experts have the experience and knowledge to help your business succeed, and are uncompromising when it comes to providing exceptional service. With DVS by your side, you can focus on what's important—reaching your goals and growing your business.



LEANER

What does “leaner” mean to us at DVS?

At DVSAanalytics, our definition of leaner is providing only the robust WFO and WFM solutions that you need to succeed, nothing more and nothing less. Our focus on quickness and agility allows us to remain competitive in a quickly evolving market. Eager to please and placing a great emphasis on an optimal customer experience, our value lies in our ability to deliver on our promises and constant improvement.



GETTING LEANER FOR MORE GAINS
Greater Agility & Efficiency on all Fronts

Being the leaner option also means remaining agile in our approach to creating lasting solutions that contribute to a fully optimized workforce. Our excellent support team is able to consider specialized requests, and we are quick to implement our solutions within your business. Our focus on “leaner” operations allows us to provide you with the most value for your investment.

The Advantages of Going Leaner with DVS

- A quick and agile team at your side
- Great support whenever you need it
- We're ready to get you up and running immediately

Leaner Than the Competition

- Faster to respond, repair, quote, and install
- No layers of excess management—less cost to you
- A team that understands what you know is important to your business

As For Our Partners...

- We're easier to work with than the competition—we do all the heavy lifting.
- Your reputation is just as important as ours—we strive to make you look good.

MEANER

What does “Meaner” mean to us?

What does “meaner” mean to us? It means being more attentive to the needs of our clients, being more aggressive in our pursuit of driving success. At DVS, we are always willing to go the extra mile to ensure customer satisfaction, because we know that being a successful business depends on having a satisfied customer base.



TAKING A MEANER APPROACH = BETTER RESULTS
Hungry for Success

Our team is very responsive to opportunities and challenges that arise, and we are determined as ever to win over new customers. We believe that being “meaner” means taking a no-nonsense, results-oriented approach to doing business. Moreover, it means being proactive in addressing customer needs and saving businesses money.

A Meaner Approach for a Nicer Bottom Line

- Benefit from our aggressive approach in saving money and driving deliverables
- A team that's laser focused on meeting our customers' goals and objectives
- A team of WFO & WFM experts with unparalleled drive and persistence

Our Partners Will Experience the Benefits, Too

- Work with a team that solely provides what our joint customers truly want and need
- We're willing to get in the boat and row alongside you to get to our shared goal
- A team that's easy to work with, yet tough on the competition

GREENER

What does “Greener” mean to us?

Businesses today are under more pressure than ever to make decisions based on pertinent data insights. DVSAalytics provides the tools you need to gain those insights and make those decisions with confidence. With our solutions, you can leverage your data in ways you never thought possible—all while enabling you to make smarter business decisions.



MAKING YOUR POCKETS GREENER
Contribute to Your Bottom Line

So, what does “greener” mean for your business? It means lowered TCO and higher ROI, and a dedicated team that strives to save your business money in the short and long term.

A Greener Team for Bigger Gains

- More affordable solutions than the competition
- Free and unlimited access to upgrades and training
- A solution that's less expensive to install, operate, and maintain

A Greener Partner Means Greener Pockets

- Bringing money-saving solutions to your customers makes you a hero
- Ability to sell your own Project Management on top of ours with our reasonable pricing
- Businesses can reinvest the savings they've generated with our solutions and continue to grow

DO MORE WITH LESS

DVSAalytics is the creative and technical force behind companies who want to be more productive, efficient, effective, and ultra-competitive. Here's how DVS is helping companies do more with less by cutting costs and producing results.

Efficiency is Key—How DVSAalytics Provides the Tools You Need to Succeed

Making your life easier is our number one priority at DVS. Our Quality Management and Speech Analytics tools provide contact center supervisors with the ability to more efficiently manage and direct their contact center agents. DVS gives you everything you need and nothing you don't so that you can focus on what's important: running your contact center more effectively. Our included training program will help you get up to speed quickly and make the most of our tools.



Reach Your Goals With Our Focused Approach

DVSAalytics is the clear choice for companies looking to do more with less. Our unique approach to workforce optimization means that our customers require fewer servers and maintenance, making us easier and cheaper to maintain. Additionally, our focus on WFO and WFM means that we are constantly striving to make our solutions the best they can be for our customers. Our customer service is second to none, and we are always transparent about total-cost-of-ownership and return-on-investment with our partners.

One-stop WFO Solutions for Efficiency, Flexibility, & Savings

It's no secret that businesses are always looking for ways to save money. That's why DVSAalytics offers an affordable WFO solution that includes upgrades and training. Our software is feature-rich and provides the functionality businesses need at a price they can afford. With DVSAalytics, businesses can get Quality Management and Speech Analytics for less than what some of our competitors charge for call recording alone.

This puts our partners in a strong position to open up new conversations with their customers which could lead to even more business down the road.

WFO Solutions That Reduce Costs and Margin Pressure

When it comes to making the switch to a new software system, cost is always a major factor in the decision-making process.

DVSAalytics has seen a number of customers make the switch to Encore from competitive systems that were more expensive just for annual maintenance. In fact, we've seen customers move off a competitor's system to purchase a brand new Encore system with installation and maintenance for less than what they were paying annually just for maintenance. And DVSAalytics includes upgrades and training unlike the competition.

DVSAalytics Opens Doors for Our Partners

DVSAalytics partners can save their customers money by providing a comparative DVS proposal that offers more for less. Additionally, our partners can show customers how to give their business the benefits of Speech Analytics functionality with Encore, something they may not have been able to afford before. This puts our partners in a strong position to open up new conversations with their customers which could lead to even more business down the road.



DV SANALYTICS: DOLLAR, VALUE, SOUND

Transforming the WFO landscape through better service, a more determined team, and driving down costs.

DVSanalytics offers the best value for contact centers looking to decrease expenses and drive results. With our workforce optimization and workforce management solutions, businesses can ensure they're getting everything they need for a better enabled contact center workforce—while not having to pay for anything that they don't need. Our solutions are easy to implement and use, and businesses don't need to pay nearly as much for installation, training, and maintenance. As for our partners, our goals are your goals—and everything we do is with the customer in mind.

With great service and support and an emphasis on saving money, DVS is transforming WFO as we know it by remaining the cost-effective and result-oriented option. Get in touch with us today to see how DVSanalytics can help you reach your goals and benefit from a fully optimized workforce.



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