

ConvergenX Pvt Ltd.

CONVERGENX 

Working across all industries and functions we:

IMPROVE...

- Customer satisfaction, retention, service standards and loyalty
- Employee capability and productivity
- Governance, compliance, risk management and ROI.

INCREASE...

- Competitive advantage | Productivity | Profits

REDUCE...

- Costs | Complexity | Wastage Of Resources

Discover



We illustrate how ConvergenX Applications will work for you and agree specific requirements, budget and timing.

- Improve internal processes | Reduce inefficiencies | Increase effectiveness

Develop



We automate and simplify your manual processes with customized applications that will transform your business.

Deploy



Complete service automation system that helps you capture, manage, and quickly resolve customer service and support requests, without losing sight of up-selling and cross-selling opportunities.

Deliver



Focused on providing a low cost, high impact solution that transforms your business. Our experience shows that business requirements change over time and the solution we provide has the flexibility and adaptability to continue to support your growth ensuring complete backend process is automated and streamlined and run in a seamless fashion.

OUR SERVICES

RELATIONSHIP MANAGEMENT & CUSTOMER ENGAGEMENT

Deploy experts who remain as the backbone providing superior service

- Remain as the first line of support
- Hold ownership towards service standards and deliverables
- Handle escalations and manage incidents



OUR SERVICES

REVENUE GENERATION AND COLLECTION

Assign specialized collection teams who will,

- Represent the organization as the authorized payment / collection partners
- Coordinate receivables and ensure maximum revenue collection
- Actively pursue opportunities for upselling and cross selling
- Remain focused on profits by reducing loss of revenue



ConvergenX's VALUE ADDITION



Tailored solution to support and streamline performance, optimize efficiency, ensuring to showcase a spike of 15% to 20% in productivity.



Customized verification tool that supports and locates the RM's exact location, ensuring accuracy on reporting and validating time of visits.



Automated process for risk mitigation and customer's feedback ensuring early deduction of escalation and remedial plans leading to higher customer satisfaction rates.



20% to 25% reduction in manual intervention



The tool will ensure better visibility of how each customer is using the service and help refine customer service levels eventually increasing CSAT.

TEAM BEHIND ConvergenX



ABCDEF

Founder of RailsData Software Pvt Ltd, extending software service solution since the year 2012.

Expertise:

- Client Relations | Customer Service | Business Continuity | Revenue Generation | Team Management



GHIJKL

Overall 14 years of exposure with prominent organizations such as Shell Corp and CGI Logica. Recognized and accredited for superior skills in Account & Relationship Management, Service Improvements, and Service Delivery.

Expertise:

- Service Management | Client Servicing | Operations Management | Disaster Management | Risk Mitigation | SLA | Process Re-engineering and Automation

Thank You,
For the time and effort
taken to consider our
expertise.