

Driving Enterprise Value

InterVox Group is a next-generation management consultancy focused on maximizing customer loyalty and enterprise value by enabling optimum performance in the contact center. We work with executives at some of the best customer contact centers in the world to implement Total Performance Management across their organizations. We offer a full range of solutions, from visioning and strategy development to solution architecture, implementation and support. We provide a single point of control and accountability for services that span the full spectrum of Contact Center operations.

Total Performance Management™

InterVox Group's Total Performance Management™ framework is a vision-to-bits implementation methodology. It encompasses advanced analysis, strategic business planning, and skilled experts supported by professional project management and sophisticated consulting tools and solution frameworks. TPM ensures consistent and reliable results from beginning to end of every engagement encompassing:

- Customer Value Optimization
- Strategic Business Planning
- Operations Management
- Systems and Technology Management
- Measurement and Quality Management

TPM provides a powerful and integrated approach to understanding what customers want and aligning a company's processes, resources and behaviors to provide those services, consistently and efficiently. By applying the principles to your enterprise, we are able to:

- Determine what to provide your customers – understanding what your customers want from your company...and deciding which of those wants to satisfy.
- Organize around your customers – aligning processes, resources and behaviors to satisfy those needs.
- Deliver and Optimize – Implementing, managing and continuously improving the alignment of processes, resources and behaviors to meeting customer needs.

Experience the InterVox Advantage

Our consultants are hand-picked, seasoned professionals who have dedicated themselves to solving the toughest problems for our clients. Intervox Affiliates are among the best in the industry with unquestioned expertise—they include former partners, senior-level consultants and customer care executives. A common infrastructure harnesses the power of this expert community and provides shared strategies, tools and techniques that enable client companies to achieve improvements in customer service effectiveness and efficiency.

InterVox Group helps some of the best customer contact centers in the world realize the full value of their customer relationships producing competitive advantage beyond what any individual consultant can deliver – at a cost traditional consultancies can't match.