



Driving Tomorrow's Customer Engagement Innovation

VXI is a business process services provider focused on improving end-customer experience and business outcomes. We do this by driving quantifiable improvements in strategic KPIs (Net Promoter Score (NPS), Sales Conversion, Average Revenue Per customer (ARPU) etc.), and business KPIs (Operational efficiency, Handle Times, Cost per Call/Transaction etc.) for our clients.

To embrace digital and meet the shifting needs of our client's customers, we provide comprehensive BPO and ITO services that span across customer acquisition, care, retention and growth, as well as VOC analytics, CX-focused mobile apps and product development.

42 Global Delivery Centers across the United States, Guatemala, Jamaica, China and the Philippines



#1 Supplier to client partners for delivering consistent enterprise-wide high performance. Secure, PCI compliant delivery infrastructure and inherent business resilience to drive consistent experience from anywhere across the delivery network.

180 million interactions

28,000 professionals

service in 20+ Languages



Service Offerings

- Customer Experience (CX) Management
- Revenue Generation & Retention
- Technical Support
- Digital Services & Voice Analytics
- CX focused App/Software Development

Industries we serve

- Banking, Financial Services & Insurance
- Telecommunications & Media
- Technology & Manufacturing
- Retail & Distribution
- Transportation & Hospitality
- Energy & Utilities
- Healthcare



Technology Enabled CX Management

Talent Match Pro™
Automated talent acquisition

Training Simulator™
Learning simulation

Performance Pro 360™
Performance management app.

VisionLog™
Digital recording system

VisionQA™
Quality scoring & management system

VisionIVR™
Interactive voice response



2016 Best Contact Center and BPO Company of the Year Award at the 11th International ICT Awards



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