

Value Realization Services



We help companies create better experiences for their customers and the employees who serve them.









Everything we do at Alvaria – from product development to customer and technical support – impacts an entire ecosystem of customer experience. Your customers depend on your agents for customer service and your agents depend on the software and solutions that enable them to deliver it.


We don't take our role in this lightly.

A key component of your success revolves around providing value against your investment.

Alvaria has a dedicated **Value Realization Services** team specializing in providing in-depth business consultation and comprehensive TCO/ROI analysis. With an average tenure of 25 years, this team has a wealth of industry knowledge and utilizes a proven methodology in quantifying financial results across all our solutions.


Quick Links:

-  Reset Data
-  Default Data
-  Check Complete
-  Analyze & Optimize
-  Hide All Tabs
-  UnHide All Tabs
-  TCO Only
-  Rates Last Refresh
- USD Currency
- 2/23/23 14:05:33



ALVARIA® ROI Calculator

Customer Name	Opportunity Name	Opportunity ID	Opportunity URL
Alvaria	Alvaria - Public Cloud WFMTest Opportunity - 500 licenses	12345	https://Alvaria/OpportunityCRM

Type	New Product(s)	# of Licenses	Term (months)	 Start
<input checked="" type="checkbox"/> ROI <input type="checkbox"/> TCO	<input checked="" type="checkbox"/> WFM <input type="checkbox"/> PM <input type="checkbox"/> RT Optimizer <input type="checkbox"/> Automate - A <input type="checkbox"/> Automate - U <input type="checkbox"/> Inbound <input type="checkbox"/> Motivate <input type="checkbox"/> QM <input type="checkbox"/> Luminate <input type="checkbox"/> EA <input type="checkbox"/> Self Service <input type="checkbox"/> Outbound	500	36	

You have a chance to modify this later on Premier

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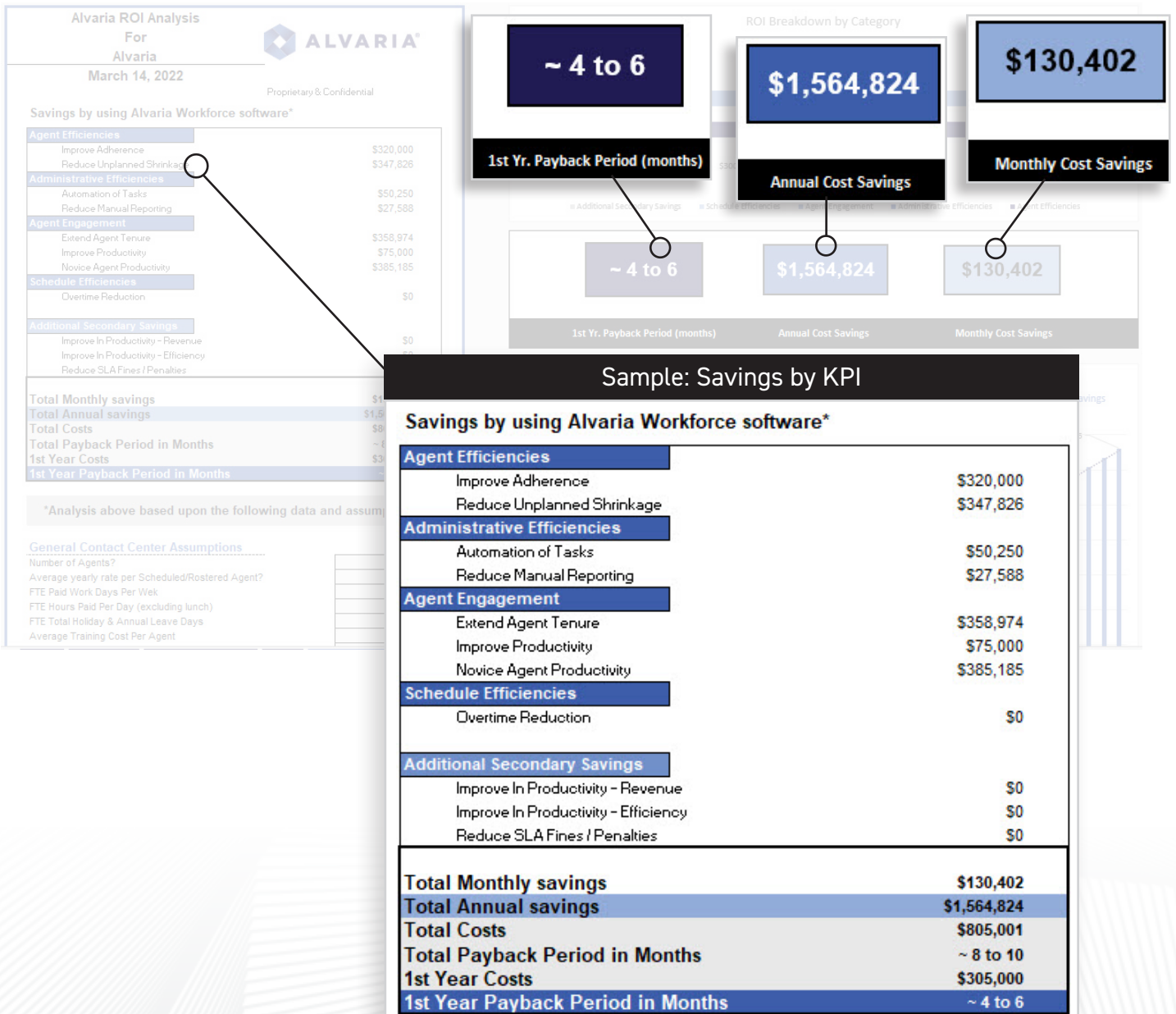
FOCUS AREAS

SAVINGS / INCREASE REVENUE

- Return on investment (ROI)
- Total cost of ownership (TCO)
- Operations
- Hardware / software
- Monitoring
- Maintenance
- Revenue generation

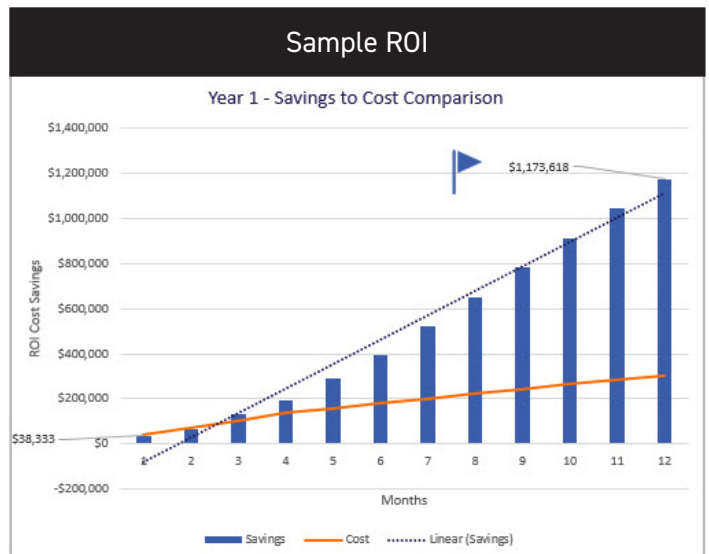
INBOUND INTERACTIONS

- Agent scheduling, utilization, and optimization
- KPI Improvements – AHT, occupancy, adherence, etc.
- Agent retention, rewards, and recognition
- WFM analyst and supervisor process simplification
- Automate agent functionality to reduce agent expenses
- Sales and collection improvements
- Analytics for interaction and performance improvements
- Project and initiative prioritization



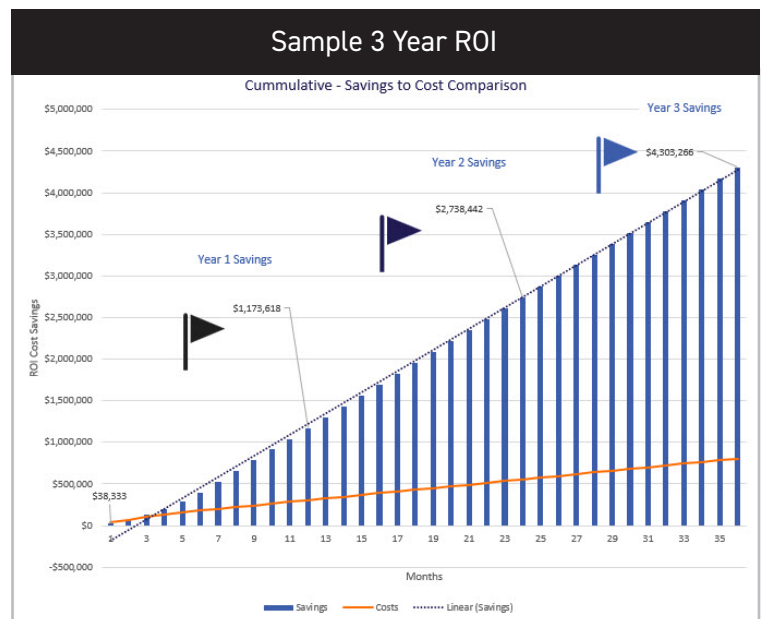
OUTBOUND INTERACTIONS

- Improved collections via omnichannel capabilities
- Improved customer experience
 - Proactive omnichannel outreach
 - Visual IVR
 - Appointment / schedule reminders
- Improved compliance – reduction in potential fines
- Increase efficiencies
 - Automation / list management
 - Reduced manual dialing
- Increase revenue



WORKFORCE ENGAGEMENT MANAGEMENT

- Improved schedule adherence – labor savings
- Improved unplanned shrinkage – labor savings
- Improve agent engagement
 - Extended tenure / attrition reduction
- Automation
 - Scheduled self-service – mobile
 - Reduction in manual tasks



The **Value Realization Services** team partners with you using questionnaires and collaborative meeting(s) to develop a value proposition. The team documents results in a readout presentation. The readout includes the ROI/TCO savings, calculations, and key components/areas of the solution that will enable your organization to achieve optimal value from of your Alvaria solution.

About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. For more information, please visit www.alvaria.com. Follow Alvaria on Twitter at [@Alvaria_Inc](https://twitter.com/Alvaria_Inc). #ReshapingCX

