

# Insite Managed Solutions

Taking you to the next generation of contact centers.

Insite helps people win by improving, optimizing, and innovating the human processes and systems required to deliver enriching experiences.

## TRUSTED BY THE WORLD'S LEADING COMPANIES



## WAYS WE HELP OUR CLIENTS PEOPLE & PROCESS OPTIMIZATION

### IMPLEMENTATION

- Clinics
- Build & Transfer
- Transformation
- Learning & Development
- Vendor Onboarding
- Process & Performance Optimization

### TRAINING

- Sigma for Operations
- Data Science for Operations
- Leading Teams to High Performance
- WFM Training

### STAFF AUGMENTATION

- Operational Project Management
- Business Process Optimization
- Site Leader

### ASSESSMENT

- MegaMap
- MiniMap
- Capability Assessment
- Benchmark & POV
- Vendor Selection
- Merger & Acquisition

### OPERATIONS AS A SERVICE

- WFaaS (Workforce as a service)
- Knowledge Management
- Reporting & Analytics
- Recruiting Quality

### INNOVATIVE SOLUTIONS

- Insite Engagement Centers
- Blueprint

## WHO WE ARE

Insite provides business management services for contact centers that want to increase operational efficiencies and upskill their teams to stay at the forefront of their industry. We act as an extension of your team using a proprietary, data-backed approach to identify revenue and cost savings opportunities, streamline processes and enhance the customer journey. We deliver a clear path for your success.



**Chris Rozum**  
Founder, CEO



**Nathan Flowers**  
Chief Relationship Officer



**Todd Copic**  
Chief Financial Officer



**Todd Tierney**  
Chief Delivery Officer



**Ashley Edmunds**  
Head of Products & Marketing



**Ken Cross**  
Head of Innovation Incubator



**Charlotte Pallissard**  
Head of People, Culture & Community



**Jenine Kent**  
Head of Business Acceleration



## WHY CHOOSE INSITE

### Incredible Experience, Exceptional Exposure

Extensive cross-industry experience allows our team to deliver unmatched excellence in service and a minimum 300% return on your investment.

### Individual Client Focused

Insite views an assessment through the lens of the client. We don't just provide recommendations for the best practice. We provide recommendations for the best practice for YOU.

### Ability to Visualize & Fuse Business Processes with Data Analysis

Our Assessment services offer the distinct results of an opportunity index and change management capability.

## OUR IMPACT

With our support in identifying opportunities for improvement within existing processes and executing individualized solutions to implement those improvements, our clients realize significant positive impact.

**99%**

Customer Satisfaction

**15PT**

Attrition Improvement

**40%**

Self Service Increase

**\$2.5MM**

In Savings and Optimization

**3x**

Faster Speed to Competency

**5300HRS**

Reduction in AHT



## WE ARE THE HUMAN OPERATIONS EXPERTS®

We have leveraged our extensive experience to cultivate a revolutionized approach to people, processes, and platforms in contact center environments. Our Insiters are driven by a passion for delivering unprecedented results and profitability while honoring the culture, values, and vision that define our clients' operations.

## WE ARE INVESTED IN SUPPORTING YOUR VISION, YOUR PEOPLE, AND YOUR FUTURE

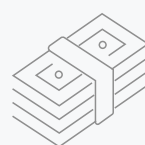
We have spent over 16 years improving contact center operations and optimizing business performance for industry-leading clients around the world. Our experts transform this extensive knowledge into action toward improvement. We are invested in supporting your vision, your people, and your future.



16 Years Experience



Improved  
200+ Centers  
800+ Locations



3X ROI  
Guarantee



Global Offices