



## Transform Your Customer Experience Operations to Create Loyal Customers

At COPC Inc., we offer consulting, training, certification and software for customer experience management. Our mission is to transform your operations to improve performance and deliver a superior customer experience. We believe the key is to have your operations working at their highest level. Since 1996, we have helped hundreds of major brands worldwide improve their operations to create loyal customers, achieve increased revenue, and reduce costs.

### How We Can Help You:

- **For Call Centers.** Improve your overall operations or focus on one area such as quality, workforce management, or recruiting, hiring and training. We also offer RevealCX™, a Software as a Service (SaaS) for quality monitoring and business intelligence.
- **For Vendor Management Organizations (VMOs).** If you outsource any of your call center or CX services, we can improve the financial and operational performance of your VMO program. Our services include VMO design, contract review, vendor improvement, and strategic sourcing.
- **For Customer Experience (CX) Operations.** We can advise you on all aspects of your CX operations to improve the customer experience. This includes developing or optimizing your channel strategy, improving CX performance, determining appropriate metrics and targets, and conducting customer journey mapping.

## Our Services



### Consulting

Our consulting services focus on the operational aspects of the customer experience. We offer our services to call centers, CX operations and VMOs. Leveraging our 20 years of improving call center operations, we apply our proven processes to help you better manage all key touchpoints critical to the customer experience.

No matter where you are in your customer experience management program, we can help you create, review or operationalize your strategy to drive successful interactions and create loyal customers.

If you outsource any of your call center or CX operations, we will help you ensure your vendor management organization is structured to drive high performance among your suppliers. By working with COPC Inc., you will reduce both your implicit expenses and overall cost of ownership.

### How We Work with You

- **Assess your current operation to uncover root causes of your company's performance challenges**
- **Provide operational recommendations and a road map for implementation**
- **Engage with varying levels of support, focusing on activities with the greatest return on investment that will lead to improved performance**



### Training

We have developed a global training program with more than 300 hours of professionally developed curriculum for management teams responsible for call centers, CX operations, and VMOs.

We offer public training classes in 20 countries and in numerous languages. Our most popular classes are:

- [COPC® Best Practices for CX Operations](#)
- [COPC® Customer Journey Mapping Certification](#)
- [COPC® High Performance Management Techniques \(HPMT\) Training](#)
- [COPC® Six Sigma for Contact Centers](#)



### Certification

Certification by COPC Inc. is an independent and objective assessment of your operational performance for call centers, CX operations, or vendor management organization. Certification gives your organization best practices, consistent processes, and performance metrics to achieve and sustain continuous performance improvement.

The certification process is based on the [COPC Customer Experience \(CX\) Standard](#), the most well-known performance management system in the industry. Companies that achieve COPC certification increase sales, improve customer satisfaction, and reduce operational costs. Since 1996, more than 500 companies in 56 countries have been certified by COPC Inc.

**RevealCX™** [RevealCX™](#) is a SaaS quality monitoring solution

developed by COPC Inc. that transforms your quality program to immediately uncover root causes of issues impacting performance. By using RevealCX, you will improve the customer experience, sales performance, and operational costs. Your quality program will become a valuable resource to other parts of the organization by providing vital business insights.

## We Produce Results

We offer a proven approach and best practices to drive significant and sustained performance improvement, such as:

- **A telecom provider achieved a \$53 million return on investment by improving issue resolution.**
- **An electronics retailer had a 40-point improvement in customer satisfaction and earned three times their return on investment through cost savings and increased revenue.**
- **A luxury auto manufacturer improved issue resolution by over 20 points and overall quality by 30 points.**



## Our Expertise & Scope

We are the experts in operational performance improvement, and we have helped hundreds of corporate brands throughout the world. We will work side-by-side with you to develop and implement the right solution to improve your call center, CX operation, or VMO.

- 60+ consultants in 19 countries
- More than 1,700 operational reviews completed in 70 countries
- Expertise in financial services, telecommunications, retail, travel, governmental agencies, and technology industries

**We are relentlessly focused on improving operations to transform the customer experience. This is all we do.**

**—Cliff Moore, chairman, COPC Inc.**

## About the COPC Customer Experience Standard

All of our consulting, training and certification is based on the underlying principles of the COPC Customer Experience (CX) Standard, a performance management system that covers all operational aspects of the customer experience. The COPC CX Standard is available in three versions:

- **CSP version: for internal call centers and CX operations**
- **OSP version: for outsourced service providers**
- **VMO version: for Vendor Management Organizations**

The COPC CX Standard is managed by the COPC Standards Committee which reviews the Standard annually and provides updates, as needed, to meet changing market demands. Current committee members include executives from American Coradius International, Caisses Desjardins, Concentrix, COPC Inc., Independent Health, Microsoft, Millicom, Orange, Sea Bags, SMBC Nikko Securities, and Teleperformance Group.

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## About COPC Inc.

COPC Inc. provides consulting, training, certification and the RevealCX™ software solution for operations that support the customer experience. The company created the COPC Standards, a collection of performance management systems for call center operations, customer experience management, vendor management, and procurement. Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior customer experience across all channels. COPC Inc. is privately held with headquarters in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. [www.copc.com](http://www.copc.com).

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