



OVERVIEW

Nexidia OnDemand Hosted Services



Today, more and more contact centers are moving towards hosted software solutions as an alternative to on premise installations. Hosted environments allow you to reap all of the benefits of the software applications without the capital investment and time required for a licensed deployment. But launching a successful hosted customer interaction analytics solution relies on a few critical elements: scalability, security, a fully featured robust product and support services.

NEXIDIA ONDEMAND

Nexidia OnDemand Hosted Services gives you all of the benefits of customer interaction analytics without the cost or infrastructure of an onsite system. Nexidia OnDemand provides organizations with an end-to-end “software-as-a-service” offering that includes audio analysis, business process recommendations, business case development and ongoing business intelligence support. Nexidia OnDemand provides the fastest and most cost effective method to implement speech analytics for any contact center around the world.

SCALABILITY & INTEGRATION

The greatest benefits of customer interaction analytics are derived when a company processes 100% of all customer interactions. By ensuring that

you have access to 100% of your recorded audio rather than a smaller sampling, you can more accurately identify trends and issues occurring in the contact center. However, this is an incredible amount of data, so it's essential that a hosting service scale to handle even the largest implementation. Nexidia OnDemand has the capacity to handle more than 350,000 hours of audio recordings per day at its facilities in North America and Europe. So regardless of your audio volume, Nexidia economically scales to meet your large capacity needs. Additionally, Nexidia's flexible platform seamlessly integrates with nearly any legacy recording system to capture interactions and meta-data. Varying audio qualities, accents, formats and languages easily integrate as well.

SECURITY

Nexidia OnDemand is hosted in Nexidia's highly secure data center and the environment built for each customer is PCI compliant. The Payment Card Industry Data Security Standard (PCI DSS) is an information security standard for organizations that handle cardholder information for the major debit, credit, prepaid, e-purse, ATM, and POS cards. Utilizing the latest in encryption and data security standards, Nexidia guarantees PCI compliance, with yearly audits to ensure validation.

NEXIDIA CUSTOMER INTERACTION ANALYTICS

Nexidia OnDemand provides access to the full suite of capabilities in Nexidia's market-leading Enterprise Speech Intelligence application (ESI), hosted in Nexidia's highly secure data center. Nexidia Discover will generate automated intelligence to identify what topics are trending in your contact center. Nexidia Analyze mines customer intent, providing an immediate high-level analysis of call traffic with sophisticated, advanced reporting tools that allow you to drill down for deeper investigation and root cause analysis, with instant access to actual calls. And Nexidia Evaluate manages agent performance against strategic corporate objectives and provides an integrated scorecard system that serves as a total Quality Management solution.

NEXIDIA MANAGED ANALYTIC AND BUSINESS SERVICES

Every step of the way, Nexidia's Managed Analytic and Business Services team will work with you to prove the value of our technology. Leveraging Nexidia's best practices in speech analytics, you'll benefit from market-leading solutions and deep cross-industry expertise. Working in concert with you, our team provides analysis of your customer interactions and interprets and communicates them

to the appropriate people within your organization. The benefits include faster implementation, lower costs, and a quicker, more robust return on investment.

PROVEN RESULTS

Nexidia OnDemand is used by some of the world's most dynamic organizations to uncover the hidden value in their recorded contact center interactions. In fact, Nexidia has more hosted customer references than anyone else in the industry. Telecommunications companies such as Comcast Corporation use Nexidia OnDemand to analyze millions of customer interactions every week, creating new tools and programs to deliver a consistent, positive customer experience.

Numerous healthcare companies are also benefiting from Nexidia OnDemand. Several Independent Blue Cross Blue Shield Association licensees, including Arkansas, North Carolina, Tennessee and Northeastern Pennsylvania, provide better customer service by leveraging Nexidia Customer Interaction Analytics to serve millions of members.

And hospitality conglomerates such as InterContinental Hotels Group utilize Nexidia OnDemand to analyze over 30 million calls received in their contact center every year. As such, they needed a solution that could effortlessly scale up to analyze such a large volume of calls to identify key areas of agent and process improvement opportunities.

These are just a few examples of Nexidia OnDemand customers who are discovering better service, customer retention and operational efficiency through Nexidia Customer Interaction Analytics. For more information about launching Nexidia OnDemand in your contact center, please contact us at info@nexidia.com.



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