

# Meet PTP

PTP partners with you to provide innovative customer experience (CX) solutions that transform how you engage your customers across marketing, sales and contact center.

**We have a rich ecosystem of long-term clients** that span multiple industries, and we understand how to create loyalty by providing our clients' customers with an exceptional experience across all channels. We've delivered CX solutions that push boundaries for leading organizations: **AFCU, PayPal, eBay, Airbnb, Enova, Toyota and Blue Shield of CA** to name a few.

**Our partnership with Gartner Magic Quadrant** leading technology providers and our vendor agnostic approach enables us to push boundaries and implement top-tier CX technology to support your company and customers' unique needs. We have a broad and deep ecosystem of CX partners that allow us to marry the best technology in the marketplace to your strategic goals. Because we have extensive experience with **Genesys, Salesforce, West, Interactive Intelligence, VHT, Nuance, XO, Avaya** and other vendor technology, you can trust that your CX solution will perform.



## Principle-Based Culture

We bring creativity, intellect and passion to build beautiful customer experience solutions that we are proud of. Since 2004, we have combined...

**A Proven Approach**, delivered by a team of senior professionals, who solve your unique business problems. Our customer-centric approach is unbiased and optimizes the technology solution to your unique requirements.

**Performance-based Commitments** that fully align our work to your goals and objectives. We believe putting our "skin in the game" is critical to maximizing project success and achieving your strategic goals. We are willing to tie our success to project results because we are confident in our ability to deliver on our promises.

**A Culture Rooted in Partnership, Hard Work and Collaboration**, meaning we work alongside your organization and recognize that knowledge transfer is a critical success factor in all projects.





**Our consultants bring over 20 years of deep**, diverse industry experience with discovery, assessment, road mapping, technology integration and implementation and support for enterprise-wide CX ecosystems. We apply a customer centric, omni-channel lens to your business drivers and goals. In the end, the only metric that matters to us is that your system outperforms expectations.

Our CX solutions, deployed by 100+ consultants, span globally, are in dozens of languages, elevate customer engagement in 11 industries, bring in billions of dollars in client revenue and create lasting connections with customers across demographics.

### Contact Center Optimization

- Intelligent Routing
- Voice Self Service
- Outbound
- Workforce Optimization

### Marketing

- Campaign Management
- Social Listening & Response

### Sales

- Lead & Opportunity Management
- Pipeline Management & Forecasting
- Salesforce Optimization

### Enterprise-Wide

- Digital
- Unified Desktop
- Self Service
- Proactive Communication
- Knowledge Management
- Case and Issue Management
- Business Intelligence & Analytics
- Infrastructure

## PTP Leadership



**John Podlipnik**  
President & Founder



**Manuel Luna**  
Executive Vice President,  
Partner



**Jeff Forderer**  
Executive Vice President,  
Partner



**Lynn Olson**  
Vice President of  
Customer Experience

**We think good CX is beautiful.** Improving CX does more than create loyalty. It connects people to the things they care about. It helps companies grow and innovate. And, at the largest scale, it helps bridge cultures. We're here because we're about doing CX better than anyone else. And that's reason for you to be here, too.

With the goal of delivering beautiful technology systems and differentiated client service, the leadership team formed PTP in 2004. Since its inception, PTP has demonstrated profitable growth, leading it to become a \$30 million dollar company by 2014.

