

# TRANSFORM THE CUSTOMER EXPERIENCE

PTP PROVIDES THE EXPERTISE, INNOVATION AND INSIGHT TO DRIVE RESULTS

## Improving Your Customer Experience Improves Your Bottom Line

Companies are discovering that communicating with their customers in a way they prefer, and providing superior service, increases satisfaction and ultimately revenue.

PTP's staff of senior experts provide tangible assessments, implementation, and support in both your internal processes and technology to help you achieve your business objectives. Bringing all of your disparate systems and processes together to work as one.

We provide insight, innovation, and technology agnostic solutions in:

- **Customer service** systems and processes
- **CRM systems** that support sales, marketing, and customer engagement
- **Call center** operations and technology
- Enterprise-wide **data analytics** and usage
- Web, network, and systems **security**



## A Holistic Approach to Solve Business Challenges:



## A Small Sample of Our Industry-Leading Partners:



# DEEP, DIVERSE EXPERIENCE IN ALL INDUSTRIES

Every organization has unique demands and opportunities. We partner with you to offer unique solutions tailored to solve your specific business challenges, and meet your objectives.

## Industries we Serve:

									
Financial	Government	Healthcare	Insurance	Manufacturing	Telcom & Media	Retail	Technology	Travel & Hospitality	Utilities & Energy

### PTP & PayPal

PayPal manages over **300,000 tasks a day** with a complex, global customer experience solution. PTP integrated technology to support their front and back office omni-channel engagement solution.

Customers can e-mail, chat, open a ticket/case or call in across multiple systems. Through comprehensive, intelligent interaction routing and enterprise reporting, PayPal's scalable solution enables customer centricity and success.

### PTP & Blue Shield of CA

Transforming their customers' experience, Blue Shield of California (BSC) **increased call avoidance rates by 50%**.

With PTP's support, BSC handles over **13M+ calls a year** and has increased customer satisfaction and membership with a multi-lingual, personalized voice solution, a custom routing system, and a smart agent desktop.

For over nine years, we've found the perfect balance of BSC's business drivers and an approach that increases customer loyalty.

### PTP & Retail

In just one year, **PTP brought in a 7M+ ROI** with the creation of a personalized, intelligent customer experience solution that lives up to the reputation of one of the largest technology retail companies in the world.

Seven years later, we continue to expand our solution globally with intelligent analytics that inform the customer journey. The dynamic voice solution integrates with a knowledge management system that communicates with multiple back-end systems to create an experience that drives brand loyalty.

### A Small Sample of Companies We've Partnered With for Success:

	
	
	
	
	

**"The #1 value PTP brings to the BSC team is overall industry knowledge. As a healthcare company we can tend to focus on our specific business and operational issues, concerns and objectives. PTP provides technical, functional and usability input from their wider purview, allowing us to recognize opportunities and risks that our otherwise narrowed view would not allow."**

- Blue Shield of California  
Jessica Kaufman

**"Your team always thinks like us and our customers, therefore we get things right. PTP also never forces solutions on us like other vendors."**

- Large Technology Retail Provider