

Accelerate your digital transformation by focusing on your customer experience

#Focusonyou

Korcomptenz digital solutions combine creative, analytical, and technical services that drive business value and digital transformation through improved customer experience



The Customer is Still King

A new era of Digital Experience has dawned, driven by next generation usability and user experience technologies, integrated applications, automation, and Artificial Intelligence powered by the cloud. The combination enables you to seamlessly manage every customer touchpoint and thrive without the constraints and hassle of cumbersome old systems or the resource drain of endless repetitive manual tasks.

Transform the way you engage with your customers

Customer-centric business transformation

- Achieve customer experience excellence, increase revenue, reduce costs, and reach your objectives while intelligently transforming your business.

Delight customers with cutting-edge technologies

- Reimagine how you engage customers with breakthrough user experience, cloud, automation, and artificial intelligence technologies available today.

Design Thinking

Reimagining and maximizing the Digital Experience hasn't always been easy. Achieving success required a broad cross section of skills from strategist and use experience architects to data scientists and software engineers. These skilled and experienced teams need to be supported by innovative new Design Thinking processes and agile methodologies.

- Strategists and Subject Matter Experts
- User Experience Architects
- Data Scientists
- Software Engineers

How we leverage Design Thinking to improve every stage of the customer journey



1 Visualization

What is?

- 2 Journey Mapping
- 3 Value Chain Analysis
- 4 Mind Mapping

What if?

- 5 Brainstorming
- 6 Concept Development

What wows?

- 7 Assumption Testing
- 8 Rapid Prototyping

What works?

- 9 Customer Co-Creation
- 10 Learning Launch

Our Proven Design Thinking Methodology

Empathize

- 1 What challenges are your customers or other users facing?
- 2 What channels do they use to interact with the brand?
- 3 What is the customer journey like?
- 4 What new features would they like to see?
- 5 How are these features supported by your back-end systems?

Define

- 1 What challenges are you trying to solve now and in the future?
- 2 What stakeholders are involved?
- 3 What factors influence these challenges and how can they be controlled?
- 4 What are your highest risk and lowest risk challenges?

Ideate

- 1 Imagine the ideal situation.
- 2 Explore specific technology solutions
- 3 Iterate multiple solutions to identify the best-fit
- 4 Examine substitutes and alternatives and prioritize based on cost and business value.

Conceptualize

- 1 Prototype the best fit-solutions.
- 2 Get inputs from stakeholders.
- 3 Conduct test runs or trials with users.
- 4 Make continual improvements based on feedback.

Implement

- 1 Implement the solution
- 2 Measure real-world impact.
- 3 Make changes as needed based on real-world experience.

Wondering how to get started?

Our expertise in Digital Transformation helps you achieve operational excellence:

Improve customer experience

Increase sales and revenue

Reduce operational costs

Eliminate manual tasks

Improve accuracy and efficiency

Accelerate performance
across value chain

Solve business challenges and gain competitive advantage with Digital Experience:

Korcomptenz's proven suite of Digital Experience services are focused on solving your business challenges and providing competitive advantage. If any of the following sound familiar, we can help.

Your Challenges

- Fractured or poor customer experience with limited usability, inconsistency, and latency in responses
- Lack of visibility throughout your business and limited insights about your customer's journey, overall health, and performance
- Technology stack and systems that simply don't do all you need them to or work the way you want them to
- Legacy applications and local server configurations are costing you time and money on an ongoing basis
- Manual processes are draining your resources and slowing you down while introducing the potential for error

Our Solutions

- Faster and more engaging experience than your competitors that surprises and delights your customers
- Capture and visualize more relevant data to maximize sales, make informed decisions, and identify issues before they become problems
- Identify and fill any technology gaps with new or enhanced systems, upgrade and extend existing systems for optimal performance
- Work faster and more efficiently in the cloud, porting over or rebuilding legacy apps as you need them to address the latest business needs
- Automate with intelligent solutions that free up valuable time and accelerate your operations

Get started on

Your Digital Experience journey today with our proven services

- **Customer Experience Re-engineering**

The customer is king, and continuing to surprise and delight through every touch point is critical to your success. Improve consistency, speed, and responsiveness at every step.

- **Design Thinking and User Experience**

Reimagine the customer experience by empathizing with your users, imagining and iterating potential solutions, and developing prototypes that maximize the user experience.

- **Customer 360 Predictive Analytics**

Understand the full lifecycle of your customers, forecast the future with confidence, and make more informed decisions than ever before with the latest analytics solutions powered by Machine Learning.

- **Cloud Transformation**

Eliminate legacy applications, particularly those running on mainframes or developed on older platforms, that have a poor customer experience, limit your growth, and increase your operational costs.

- **Business Process Automation**

Reduce repetitive manual tasks that can slow down interactions with your customers, be a frustrating resource drain for key team members, and introduce unnecessary errors in your organization.

- **Artificial Intelligence Applications**

Take control of your data, identify patterns, understand sentiment, and forecast the future with next generation technologies including generative Artificial Intelligence.



Digital Experience that benefits your organization end-to-end

- **Work Smarter**

Increase accuracy, improve customer experience, and boost employee satisfaction

- **Save Time and Money**

Accelerate operations by reducing manual tasks and activities

- **Increase Sales**

Happy customers become loyal customers that spend more and drive referrals

- **Evolve Faster**

Seamlessly scale to release improvements faster and be future ready

What KPIs do you need to move?

- Lost Sales
- Lost Customers
- Low Referrals
- Limited Visibility
- Time to Resolution
- Data Integrity

Is your organization ready for Digital Experience?

Contact us today to we can help you invest in experiences that provide a strong ROI

Contact Us



Korcomptenz

Korcomptenz is a total technology transformation provider that partners with clients to improve their digital experience and insight. We unlock the power of technology in the areas of ERP, CRM, infrastructure management, cloud, data and AI to empower our clients with intelligent and experiential solutions. We **#FocusOnYou**

Discover how we **#FocusOnYou** at www.korcomptenz.com

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