

# FUTURE 50



## Contact Solutions, LLC

**CEO: Paul Logan**

**IN A NUTSHELL:** Contact Solutions delivers on-demand contact automation services for business and government.

**RAISING THE BAR:** Our company's core business is to ensure that our clients' self-service automation rates continue to increase well after the initial deployment. Our game-changing continuous improvement practice and world-class hosting facilities have changed the face of contact automation forever. Contact Solutions is actually incentivized to continually find new contact center savings for our clients. By continuously identifying, implementing and monitoring new contact automation opportunities, we consistently raise the bar on customer savings by reducing live-agent costs and stepping up the end-user experience.

**COMPETITIVE ADVANTAGE:** We don't make money charging hefty deployment or maintenance fees. We are incented to save our customers money through continuous improvement of their current call flows, scripts and other components of automation. We continuously look for ways to make customers' cloud platforms run more efficiently, with fewer dropped calls, shorter wait times and better automation that keeps customers happy.

**MAJOR OVERHAUL:** Contact Solutions has partnered with a top-tier business process outsourcer to deliver a hosted interactive voice response (IVR) solution for one of the largest Medicaid management information system programs in the country. The new solution showed an immediate performance improvement over the system it replaced, eliminating 58 percent of all transfers to contact center agents by enabling far more callers to successfully achieve their goals in the IVR. This improved level of caller self-service alleviates pressure on contact center agents and dramatically lowers interaction costs.

**BETTER THAN THE REST:** Our Continuous Improvement (CI) Practice was developed and refined over years of working with leading enterprises to solve the toughest self-service challenges. Our success is built on solutions that deliver material cost savings and improved customer experience. We provide business decision-makers with the visibility and insight to achieve optimization self-service channels. The CI Practice is based on a unique methodology and supported by a set of processes, tools, scorecards and an ROI tracking model that enables our clients to make informed business decisions about self-service solutions. CI is embedded in a customer's solution and is managed by the Contact Solutions team.

**INDUSTRY:** IVR and telecom  
**LOCATION:** Reston, VA  
**FOUNDED:** 2002

**LEADING THE MARKET:** Our optimization consultants understand there's way more to contact center optimization than knowing a customer's system is up and leaving them to deal with the rest. We capture vast amounts of voice portal and contact center data, which we organize to create reports customers can actually use. By analyzing up-to-the-minute contact center information and statistics, we can make recommendations quickly about how to improve customers' automation rates. This data is used to generate standard and customized reports in real time that customers can retrieve securely on demand via a web portal from any web browser.



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