

DATAMATICS

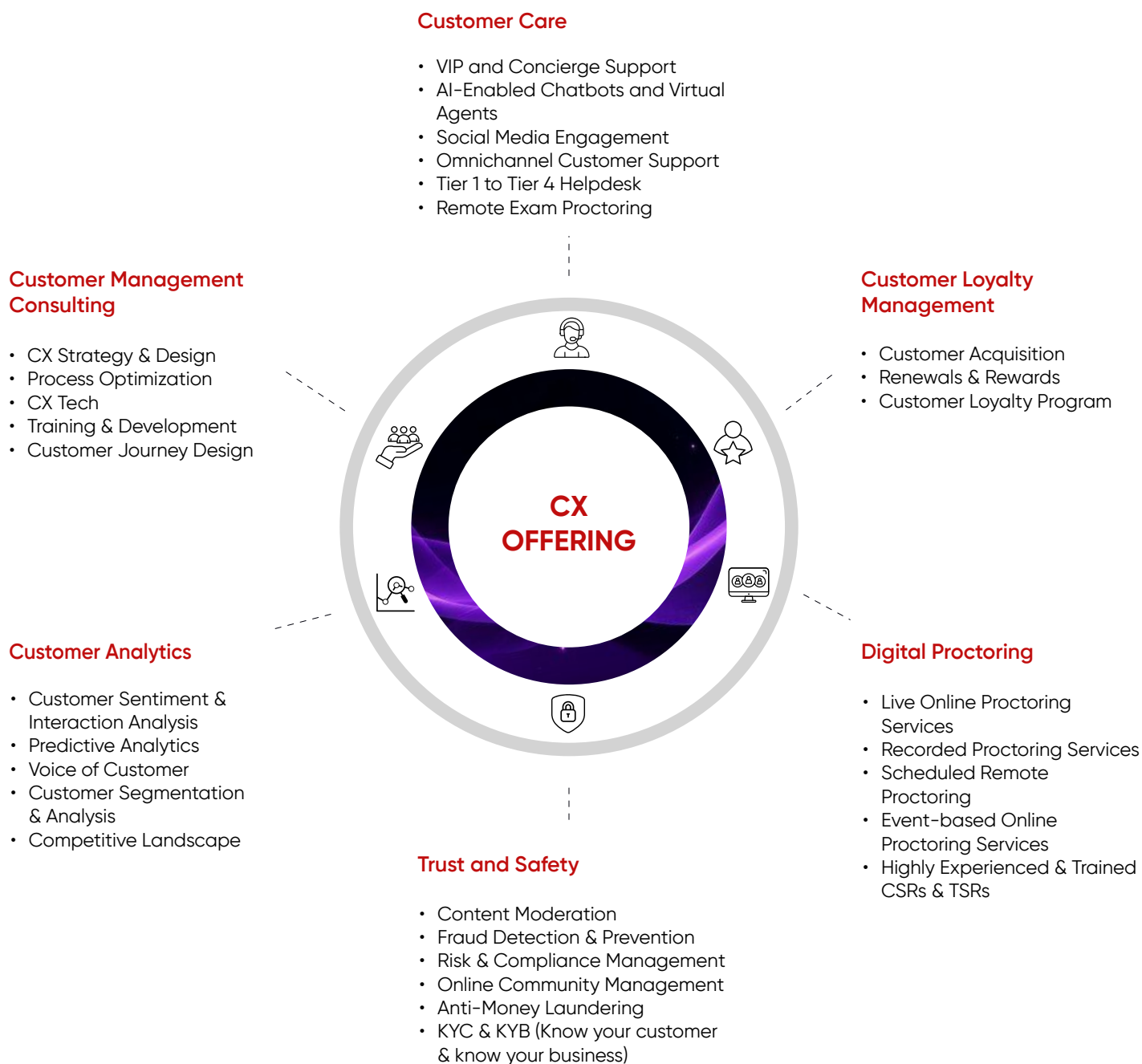
CUSTOMER MANAGEMENT SOLUTION BY DATAMATICS



The contact center industry is shifting from traditional support to experience-driven engagement hubs powered by AI, automation, and analytics. Customers today expect seamless omnichannel support, proactive care, trust and safety, and personalized loyalty programs. The future is heading toward data-driven, hyper-personalized contact centers where automation drives efficiency and human agents deliver empathy.

Datamatics enables this transformation with a full suite of CX services—from customer management consulting and analytics to digital proctoring, trust and safety, customer care, and loyalty management. With its tech-enabled approach, Datamatics helps enterprises deliver superior experiences, build trust, and drive lasting customer loyalty.

OUR CX OFFERINGS



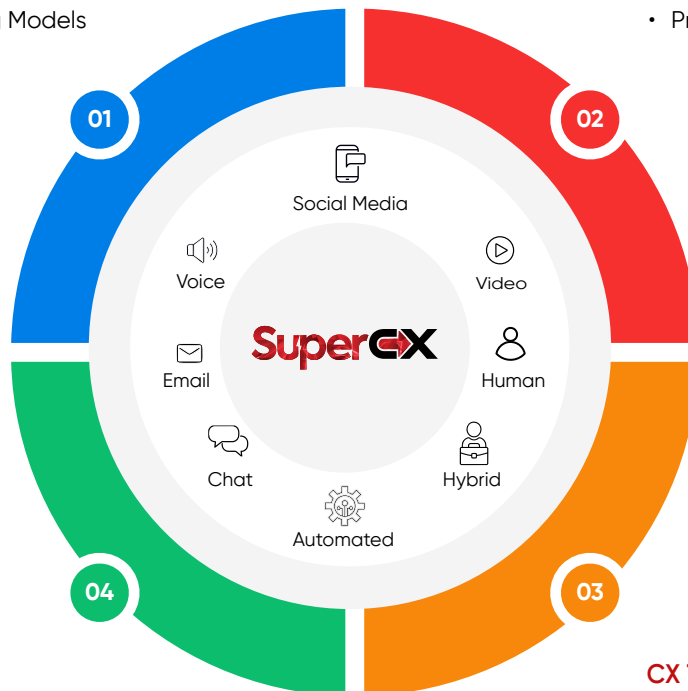
WITH YOU THROUGHOUT THE ENTIRE CX JOURNEY

AI POWERED CX

- Omnichannel CX
- AI-Powered Ops Management
- AI-Powered Insights
- Intelligent Automation & RPA
- Machine Learning Models

CX STRATEGY

- Omnichannel CCoas Optimization
- Managing Customer Journey
- Data Maturity Assessment
- Process Compliance



CX MANAGEMENT

- Acquisition & Marketing
- Maintenance & Retention
- Innovation & Product Insights
- Omni-channel Support
- Digital Proctoring

CX TRANSFORMATION

- Next-Best-Action Management
- Agent Augmentation
- Gen AI Integration
- Cloud Telephony & Omnichannel
- Knowledge & Enterprise Data Management

LANGUAGES

English | Spanish | French | Portuguese | Russian |
Italian | German | Mandarin | Cantonese | Japanese |
Indian Languages | APAC Languages | Others

INDUSTRIES

Education | Ecommerce | Travel | Retail
Manufacturing | Healthcare | Hospitality | Telecom |
Media | BFSI | Logistics | Pharma | Others

SUCCESS STORIES

For a leading telecom provider

Datamatics provided a scalable infrastructure for rapid growth and deployed omnichannel support for various interactions like chat, email, phone, and social media. That resulted in a forecast model that helped better plan the allocation of resources.

Impact:

- Met 99% of the set SLAs and KPIs
- Timely escalation and processing of refund and return requests
- Increased increased customer satisfaction from the helpdesk (from Avg. 3.8 to Avg. 4.7)

For a leading global technology company

Datamatics created a projection model and deployed dedicated personnel for HR and payroll services, resulting in an improved payroll process and less than 5% monthly payroll disputes.

Impact:

- Monthly payroll dispute reduced to less than **5%**
- A satisfaction score of 4.5/5 was achieved in employee engagement for the payroll process

For a leading travel portal

Datamatics helped deploy customer service infrastructure to handle omnichannel customer service and reduce issues related to service and scalability.

Impact:

- Increased quality output to **98.33%**
- Enhanced sales outcome and repeat customers

For a global biopharma company

Datamatics provided support through registered nurses qualified in field experts to assist patients and support general inquiries and triage judiciously. Patient outreach services welcome patients into the patient support program, provide appointment reminders, and help with the transition of care via phone calls and text messages.

Impact:

- 38% more consultations booked within a year of the service launch
- Increased patient engagement (CSAT to 3.7) and retention by 17%



"WE CANT WAIT TO SEE WHAT INSPIRES YOU"

KEY ANALYST COVERAGE



Star Performers – Major Contenders



Product Challenger



Leaders

CELEBRATING SUCCESS: KEY AWARDS

Datamatics was recognized for its technological innovation and excellence, earning accolades from Microsoft, Forbes Asia, and achieved ISO 42001:2023 Certification for AI Management Systems, highlighting its leadership in digital transformation.



ABOUT DATAMATICS

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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