

BRINGING TOGETHER THE BEST OF HUMANS + MACHINES

Humach enables its clients to find more innovative ways to engage, acquire, and support their customers by combining business intelligence, experienced agents and machine automation. We offer best-in-class multi-channel contact center services leveraging proprietary technology, an extensive partner ecosystem, and experienced agents. Humach provides contact center services to some of the world's largest brands.

Growth Enablement for Innovative Companies

Humans: Humach Agents – World-class customer experience outsourcing merging traditional contact center services with next generation technologies.

Machines: Humach Technology – Utilizing our technology and a robust partner network, Humach offers full omnichannel platform solutions with automation, detailed analytics and QA leveraging API and SKD integrations.

Humans + Machines: Humach Labs – Enables businesses to trial solution(s) for minimum disruption to their operations by leveraging Humach's professionally trained agents and technology. This way, companies can test viability before fully deploying solutions.

Clients

- Are innovative companies with forward-thinking executives
- Include Fortune 1000 companies and some of the world's largest brands
- Have changed the way they do business for the better
- Look beyond outsourcers for a true partner to drive proactive change
- Understand technology is critical in delivering an exceptional customer sales and service experience
- Control the market share in their respective industries

Fun Facts

- 30-year history in customer engagement and relationships
- Controlled incubator environment to rapidly test new solutions to increase the pace of innovation
- Average client tenure 11 years; longest client tenure 26 years
- Average agent tenure three times the industry standard
- Digital, social and mobile enabled technology platforms and partners with simple, published APIs
- Corporate 1:1:1 Pledge - Random Acts of Humach a 501(c)(3) charitable organization which participated in 123 community events last year
- Our clients save money and improve performance. Guaranteed.
- We have our own company mascot: Flick the guinea pig!

Market Focus

- Healthcare & Pharmaceutical
- Communication Services
- Retail & e-Commerce
- Technology
- Financial Services
- Consumer Services & Packaged Goods

Who We Are

Our Services

- Customer Support
- Revenue Generation
- Account Management
- Technology Enablement

Headquarters

Plano, Texas

Data Centers (Tier1)

- Chicago, Illinois
- Plano, Texas
- Amazon Web Services

Locations

- Iowa (Dubuque, Oelwein, Mason City)
- Philippines (Manilla, Cebu, Cavite)
- Jamaica (Kingston, Montego Bay)
- Bahamas (Freeport)
- Virtual Agents (Domestic & Int.)

Chief Executive Officer

Tim Houlné

Financials

Privately held, profitable

Media Contact

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