

BLENDING HUMANS + MACHINES WITH CUSTOMERS AT THE CENTER



Clients trust Humach to deploy innovative customer engagement, acquisition, and support capabilities by blending business intelligence, experienced agents, and machine automation. Employing live and digital agents, and customer experience technologies, Humach delivers simple, consistent customer experiences to solve complex customer interactions.

CX OPTIMIZATION FOR INNOVATIVE COMPANIES

Intelligent Workforce

Humach seamlessly blends the creativity and empathy of human agents with the computational power and analytics of machines to deliver accurate, efficient, and consistent customer experiences. From the first touchpoint in the customer journey to the last, Humach's live and digital agents streamline interactions to produce exemplary customer experiences with deep business insights.

Humach Labs

Humach Labs disrupts traditional approaches to customer service by ingesting your data and designing a customized customer journey map. A controlled incubator environment tests new technology integration and provides our clients with a unique opportunity to trial customer experience technology in their own controlled, live setting to assess dedicated agents and CX solutions.

INDUSTRY EXPERTISE

- Unmatched industry insight with more than **three decades** of providing CX innovation.
- Proven contact center processes with **guaranteed ROI** to reduce costs.
- Proprietary agent **training & development curriculum** utilizing the ADDIE model of instructional design to enhance client processes.
- **Humach University** offers continued education and knowledge assessment.
- Seasoned managed services teams deploy **Contact Center as a Service (CCaaS)** capabilities to guide your solution.
- Average **Client** tenure of 11 years.
- Average **Management** tenure exceeding 12 years.
- **Digital omnichannel** capabilities for voice, chat, SMS, social and email

- **Domestic and Nearshore** contact center and remote agent capability offer flexible scalability and capacity.
- **Random Acts of Humach** 501(c) (3) embraces our culture of social responsibility and supports more than 150 events.
- Member of **Pledge 1%** for corporate philanthropy.

INDUSTRY EXPERIENCE

- Technology, Communication & Media
- Travel, Transportation & Hospitality
- Consumer Goods, Services & Retail
- Energy & Power Utilities
- Financial & Professional Services
- Healthcare & Pharmaceutical

WHO WE ARE

History

Humach's customer experience pedigree originated with a vanguard of the CX industry more than **three decades** ago. Grounded in research and customer data, Humach's hallmark feature is providing uncommon services linked to unmatched client insights.

Services

Live Agents
Digital Agents
Technology Enablement

Locations

U.S.-Based Remote Agents
Mexico-Based Remote Agents
Kingston, Jamaica

Security

PCI Level 1 with a ROC
SSAE SOC 1 Type 2

Contact

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