Humach

Humach Fact Sheet

Delivering Exceptional CX
Through the Lens of Automation

Who We Are

Humach is a complete CX solutions provider for companies seeking to provide exceptional customer experiences. We believe all customer interactions will engage with Artificial Intelligence in the future, driving automation and leading to faster responses, consistency, infinite scale, and better experiences.

Unlike a typical outsourced care provider who sees automation as a threat to agent headcount, automation is our focus. But we have the added advantage of live agents when you need them. It's the best of both worlds, and it's unique to Humach.

What We Do

We deliver exceptional CX through the lens of automation by blending Live Agents, AI and Automation Solutions, and Managed Services and analyzing, designing, building, testing, and measuring live customer interactions in our Humach Labs to help organizations drive efficiencies and CX improvements.

Live Agents
Our world-class global customer sales & support specialists can efficiently handle all or a portion of your live contacts.

AI & Automation Solutions
We build AI-powered solutions that automate a guaranteed percentage of interactions, driving superior CX, cost savings and ROI.
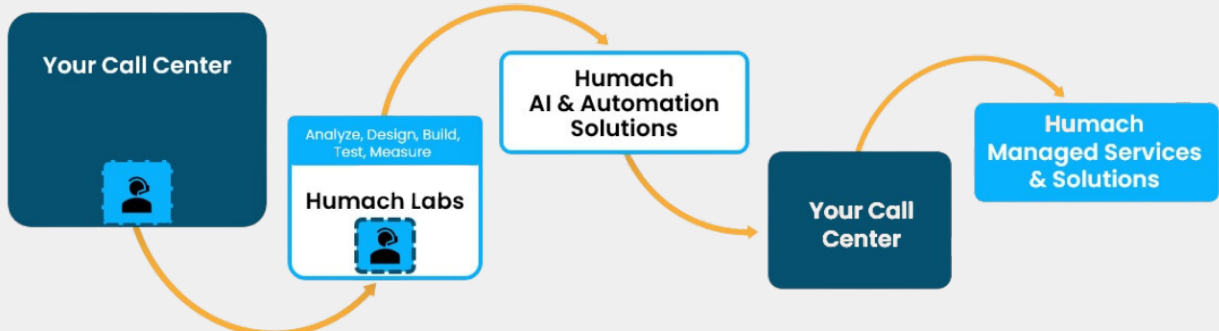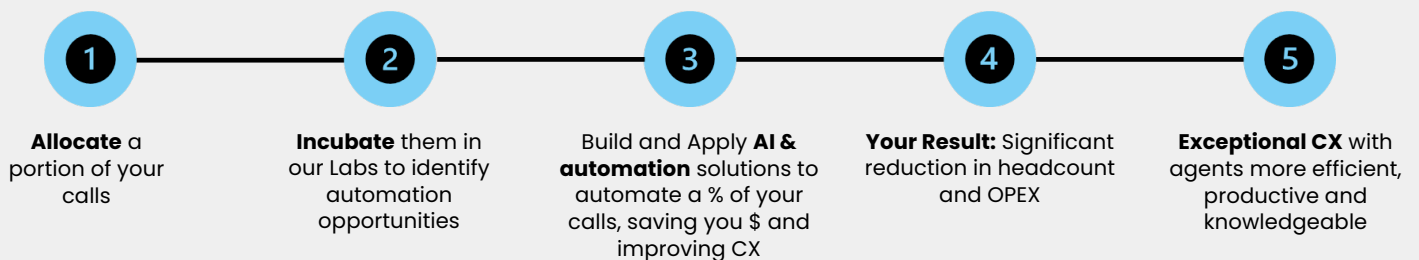
Managed Services
We apply best-in-class CCaaS solutions and services to optimize agent productivity and drive further CX and cost saving improvements.

Humach Labs
We incubate and analyze your live interactions to identify the best automation opportunities.

How We Do It

Your Path to Automation

1 Allocate a portion of your calls

2 Incubate them in our Labs to identify automation opportunities

3 Build and Apply **AI & automation** solutions to automate a % of your calls, saving you $ and improving CX

4 **Your Result:** Significant reduction in headcount and OPEX

5 **Exceptional CX** with agents more efficient, productive and knowledgeable

Your Call Center

Analyze, Design, Build, Test, Measure
Humach Labs

Humach AI & Automation Solutions

Your Call Center

Humach Managed Services & Solutions

Problems We Solve

From decades of experience, Humach understands the common goals and challenges to delivering exceptional CX efficiently, and we've got the solutions.

Your Goals

Speed Time-to-Market
Reduce OPEX
Lower Abandonment Rates
Increase Revenue
Reduce IT Backlog
Lower Labor Costs
Improve Agent Retention
Improve CSAT

How We Solve

Digital Agents & AI
Omni-Channel Deployment
Revenue Accelerator Tool
Rebadging
AI-Powered Automation
Managed Services
Best-in-Industry Agent Training

Client Success Examples

Humach customers attest to the CX, efficiency and ROI benefits we provide every day.

Leading Theme Park Company	**Largest U.S. Healthcare Association**	**Major Wellness & Fitness Franchisee**	**Franchise Business**	**Leading Cheerleading Apparel Co.**
AI and Automation	*Automated Acquisitions*	*Consolidated Front Desk*	*Accelerated Guest Conversion*	*CX Overhaul*
125K net new digital conversations	Generated **$600K** in revenue	**Saved $1.1M** replacing 75 in clinic FTEs with 45 Call Center FTEs	**50%** booking from leads generated	**Saved $561K** in one year while adding 1,200 support hours and 4,700 agent hours
Reduced headcount by **11%**	**13% increase** in ROI for campaigns overall	Increased revenue by **$50K** by adding/upselling enhancements to service	**3X** ROI by pilot completion	**300% improvement** in abandonment rate

"Highly skilled experts in omnichannel service support, telephony, marketing, analytics. Share best practices and proactively offer strategic planning support beyond level expected of "customer support vender". Integrated partnership, accountable, nimble, and enthusiastic."

Director of Customer Experience
Healthcare