

# BLENDING HUMANS + MACHINES WITH CUSTOMERS AT THE CENTER

Humach enables its clients to find more innovative ways to engage, acquire, and support customers by combining business intelligence, experienced agents, and machine automation. Using a combination of live and digital agents and customer experience technologies, Humach delivers simple, consistent customer experiences for some of the world's largest brands.

## LABOR OPTIMIZATION FOR INNOVATIVE COMPANIES

### Intelligent Workforce: Experienced Live & Digital Agents

Humach combines the complementary strengths of both humans and 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 experiences customers want and results that businesses need.

### Humans + Machines: Humach Labs™

Humach Labs is a revolutionary new approach to technology incubation that gives businesses the unique opportunity to trial customer experience technology in their own live, controlled setting. Testing Humach's professionally trained agents and CX technology solutions in real-time reduces risk and offers maximum impact with minimal disruption.

## HIGHLIGHTS

- 33+ years of customer experience excellence and innovation
- Humach Labs™ incubator environment to pilot solutions and drive innovation
- Complete turnkey, state-of-the-art contact center facilities
- Digital, social, and mobile-enabled technology platforms with simple, published APIs
- Random Acts of Humach - a 501(c)(3) charitable organization and Pledge 1% member that supports over 150 annual events
- Proven, proprietary training curriculum
- AI and technology products to reduce labor and optimize the customer experience

## EXPERIENCE

- Healthcare & Pharmaceutical
- Communication Services
- Retail & eCommerce
- Technology
- Financial Services
- Consumer Services
- Packaged Goods
- Insurance

### Services

- Customer Experience Design
- Customer Sales & Support
- Account Management
- Technology Enablement
- Business Development
- Back Office Support
- Customer Retention
- Complex Process Reduction
- AI & Automation

### Locations

- Iowa
- Mexico
- Digital Agents
- Remote Agents (US & LATAM)

### Security

- PCI Level 1 Certified
- SOC 1, Type 1 & 2 with a ROC

### Chief Executive Officer

Tim Houline

### Financials

Privately Held

### Contact

Josh Reeves  
817 528 8969  
josh.reeves@humach.com