



THE SOLUGENIX DIFFERENCE BRINGING THE FUTURE TO CSM



The Solugenix Difference

We specialize in providing unparalleled Customer Service experiences. Today, Customer Service Management (CSM) has evolved to become the focal point for enhancing business value and directly impacting an organization's bottom line. For over 45 years, Solugenix Corporation has been providing Customer Service Management to some of America's leading companies. Now, we have integrated our CSM expertise with the power of the ServiceNow® CSM platform to deliver increased business value to our customers.

To put it simply - we understand Customer Service Management.

Our team of professionals bring a perspective beyond just the knowledge of ServiceNow. They are Customer Service Management professionals with expertise in ServiceNow backed by an organization that has been in the Service Management domain for decades.

Whether you are considering digital transformation through a ServiceNow implementation or want to outsource components of your service management portfolio as managed services, we have the resources, experience and expertise you are seeking.

The Challenge

Customer expectations are higher than ever, with a continually increasing demand on response times and service delivery. Organizations have the challenge of identifying root causes and addressing them proactively.

Why Solugenix is Your Ideal ServiceNow CSM Partner:

- We've been providing Customer Service Management for Fortune 500 companies **since 1989**
- We take a proactive approach in addressing issues, leveraging the **advanced root cause identification and resolution** functionality of ServiceNow
- We've developed **structured processes** to ensure the implementation achieves your digital transformation goals
- We have Customer Service Management experts who have the **service management experience** to facilitate transparent and seamless functionality between people, processes and technology
- ServiceNow experts ensure that applications are always **accessible, responsive, and interoperable** across the enterprise
- **Deep experience** and best practices to enhance and maintain your ServiceNow implementation for seamless integration with existing technology

Solugenix Differentiators: FOCUS, DEPTH & REACH

Solugenix is **focused on Customer Service Management** and has been involved in many aspects of CSM for decades.

Solugenix has depth. We know ServiceNow, Customer Service Management, ITIL, and we run leading-edge service desks for some of the most demanding customers in heavily regulated industries.

Solugenix has the **nationwide reach** needed to bring the best ServiceNow experts to your project.

Benefits

- Improve brand image and **customer loyalty** by identifying issues and solving them before they cause disruption
- Ameliorate Customer Experiences with **intelligent case management** and omni-channel engagement
- Solve problems quickly with automated **Root Cause identification** and resolution
- Integrate field service, knowledge management, product improvements, and process changes that **overcome customer service “silos”**
- Increase customer retention with the ability to gather **customer experience data** and proactively respond to customer concerns before they become an issue



Learn how Solugenix is bringing the future to CSM and can help you implement technologies that impact your bottom-line the most. Give us a call today at **1-866-749-7658** or email us at **info@solugenix.com** for more information.