



Driving Tomorrow's Customer Engagement Innovation



Symbio is a global software engineering and R&D services company. We help our clients build innovative software products and transformative digital services that connect, engage, and amaze their customers. Since 1994, we've developed a comprehensive solution portfolio to help create, enhance and differentiate our client's products & services.

In 2014, Symbio was purchased by VXI Global Solutions. VXI provides global BPO, call center and customer care services that enable clients to manage their business and customer relations more efficiently. Headquartered in Los Angeles with over 21,000 employees

worldwide, and 40+ global office locations, VXI's integrated service centers support all customer engagements in multiple languages in the United States, Philippines, South America, and China.

This acquisition combines Symbio's technology solutions with VXI's leading business process and information technology outsourcing services. Symbio has the ability to provide custom solutions in business-to-business and business-to-consumer applications. More importantly, combining our two entities gives us the wherewithal, and business process knowledge to help software development companies build call center solutions more quickly and cost-effectively.

A Complete Customer Care Lifecycle

BPO Centers

Our client's customers are at the center of our business. We are a leader in multi-channel customer experience and TCO, with more than 21,00+ employees supporting our client's global customer base in over 20+ languages.

Globalization and Localization

Our strength is globalization. We have translated, localized and verified hundreds of web and mobile applications for companies like PayPal and Evernote.



Software Engineering

Our core is engineering. We have deep experience across client/server, web, mobile & embedded application development with expertise in application design as well as coding.

Quality Engineering

Our background is testing. We have extensive experience in delivering solid code via both manual and automated testing ranging from software test automation to robot aided testing.

Symbio and VXI provide a powerful turnkey partner for software development companies that provide solutions to the global BPO and customer care market. Our domain expertise includes call center / BPO, infrastructure outsourcing and digital care services, full-stack software development, QA / functional testing, interoperability and globalization.



Global Headquarters
San Jose, CA 95110
Phone: +1 (408) 996 9700

EMEA Region
Espoo, Finland
Phone: +358 (10) 835 8300

APAC Region
Haidian District, Beijing
Phone: +86 (10) 8278 4012

marketing@symbio.com
www.symbio.com



Symbio's Domain Expertise



Symbio's talented engineers work cross-functionally with VXi process consultants to build custom software solutions. Below are some examples of applications we've built to support call center operations.

Talent Match Pro

TMP allows applicants 24x7 access to a company's hiring engine, while offering efficiencies to the company through automated scoring of online application assessments.

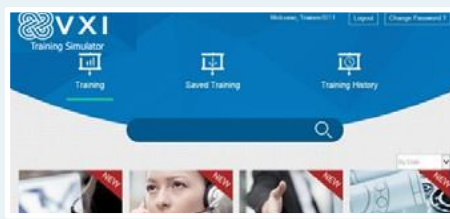
- Quicker and more efficient recruiting & interviewing
- Prioritize candidates based on clear assessments
- Increased applicant flow
- Applicant can create profile, login and scan for open positions, and view their progress
- Automated scoring with red flags indicating high potential applicants
- Utilize the recruiting online dashboard to access and review applicant profiles, scores and resumes



Training Simulator

Classes using Training Simulator (TS) showed greater improvement across a variety of metrics.

- Improve graduation rates, reduce training duration and increase customer satisfaction
- Training agents are faster using self-paced mock call programs
- Significantly increases speed to proficiency on all KPIs
- Ensure consistency of learning across all agents and scenarios
- Reduce agent's learning curve and increase proficiency by lowering Average Handling time by 10%
- In a client survey of TS, 96% of agents recommended the tool for future new-hires



Performance Pro 360

Performance Pro 360 tracks all agent KPIs, while TLs can make performance comparison between agents on a daily, weekly or monthly basis.

- Provides performance dashboards
- Drill down to site, team and agent performance
- View KPI scores by week, month or quarter
- List-at-a-glance option allows you to compare top and bottom performers
- Coaching logs allow for tracking of number of coaches per TL, number of coaches per KPI, SLA trigger vs complete coaching, and much more
- Agents can view their KPI at a glance through agent's desktop
- Monthly performance of call centers improved 20% on average

	CP	UC	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR	FCR
Goal	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
90%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
First Team	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
First Hour	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
Agent Hour	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
Agent Hour	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

Visit www.symbio.com or www.vxi.com or email us at marketing@symbio.com.

You can also call us at +1 (408) 996 9700 to arrange a conversation with our sales team. We look forward to discussing our digital customer care services, and working with you and your team to deliver outstanding products for your customers.