

End User Support

Evolver specializes in the development of enterprise approaches for improving customer satisfaction and employee morale through efficient, integrated processes, and cost effective support. These approaches improve overall organizational responsiveness, both externally to customers and internally within the workforce, and lead to faster problem resolution, increased customer intimacy, and improved control of assets and investments. We implement these enhancements in a manner that allows for process and application integration for ease of use and consistency across the organization.

Customer Care Strategy

Our customer focused processes and product enhancements improve the customer experience, create loyalty, and improve the bottom line for our clients. This includes using a holistic assessment of customer expectations and satisfaction and incorporating these into organizational changes that meet both short term goals and long term operational objectives. Evolver utilizes a continuous feedback method that collects customer data, compares this to established metrics, refines processes and approaches, leverages tools and technology, and optimizes the final processes to enhance the customer experience. Our customer care strategies have generated major operational improvements from both a financial and efficiency standpoint in government, financial, and automotive markets.

Remote Workforce Management

With the rapid growth of offsite employees, from down the street to around the world, there are increased challenges for end user support. Evolver provides organizations with remote workforce support such as:

- Asset delivery and management
- Continuous workflow monitoring
- Application updates and delivery

Regardless of the size or location of your workforce, look to Evolver to provide the technical support your remote workforce requires.



Service Desk Management

Evolver provides full service desk support for enterprises of all sizes. We have a cross trained team of empowered Service Technicians that have end-to-end responsibility to address customer inquiries and provide problem resolution, technical advice, and software user support. We are constantly identifying new approaches and processes that improves service desk delivery while reducing costs.

Customer Call Center & Technical Support

Our combination of infrastructure expertise with our extensive experience staffing and operating service desks, provides us with the unique ability to quickly and efficiently establish large scale call centers. We understand the relationship of telecommunications, network, and computing with the requirements of 24/7/365 staff reacting to customer needs. We make sure the call center is the right size for your needs, while allowing for future growth without major investment. We incorporate new approaches, such as cloud and service offerings, into our designs to make the centers secure, resilient, and efficient.

Process Optimization and Delivery

Evolver's combined expertise in end-user support and big data programs enables us to identify customer support process optimization through advanced analytics and analysis. We collect, analyze, and evaluate the right data in a method that provides valuable insight to customer interactions without requiring huge investments in computing resources.

Customer Interface Applications

Today's customer and workforce enhancement environment is equal parts client interaction and software development. New applications that allow customers to resolve their issues quickly without direct calls to a help desk is the most efficient and cost effective end user care approach. Evolver develops applications to meet end user needs that solves their problems without being frustrating and difficult to use. We also know how to tightly integrate these applications with the service desk features so that customers can easily move from application based solutions to human interaction.