

Founded in 2002, MCXess entered the telecommunication market as a provider of service numbers. With a customer portfolio consisting of over 1.000 corporate customers in all lines of business and an employee-base of 40 fulltime employees, MCXess communicates with these customers mostly through Marketing Directors, Contact Center and IT managers. Experiencing a continuing and rapid growth not only in business but also in company growth, MCXess is a well known player in the telecom industry gradually adding value added services to her existing product portfolio. From being an access solution provider MCXess developed itself towards a true communication integrator. This position enables MCXess to function as a partner for many clients providing thought leadership consultancy in the area of accessibility solutions.

Anticipating market and consumer behaviour

MCXess continuously focuses on developing and implementing accessibility solutions utilizing the various available communication channels such as telephony and interactive communication. In today's economy, the average consumer expects 24/7 service and an easy accessibility from companies. In response to these needs, many organizations have changed their focus to optimizing their customer contact strategy. By creating the customer experience companies focus on creating a long-term sustainable relationship with their customers.

All ingredients for successful customer contacts

MCXess approaches customer contact from two points of view; Customer Care and Direct Marketing. Both function as the pillars of our accessibility solutions and both have the same goal, to improve customer contact from a multi channel perspective. Opting for these two pillars clearly states MCXess' view on customer contact. A customer relationship not only evolves from contact moments chosen by the customer but also contact moments chosen by the organization. We believe that we can maximize business, optimize efficiency and create customer interaction and loyalty through integrated multi channel management from a marketing and customer care perspective.

With a creative, operational and experienced team, MCXess is your partner throughout the whole process. From creative concept to implementation, by adding value and offering continuing quality and service, MCXess offers you the ability to focus on your core business while we ensure the right channel, at the right moment for the right contacts for the right customers.



Network independent

Being a communication integrator, one of MCXess' strengths is being network independent. Our custom made solutions are implemented in a hosted environment, which does not require significant financial investments in on-premise hardware, employee costs or maintenance. With a broad range of partnership contracts with a diversity of suppliers each having their own strength and qualities, MCXess is able to offer the best prices for the best of breed of network.

Global interaction

Accessibility and communication does not stop at the border. MCXess allows your organization to be accessible and to communicate with your customers globally. Offering global coverage in voice and Text Messaging services MCXess is a unique global partner enabling you to meet customer demands on a global level.

Multi Channel

In a continuously evolving market and with an equally evolving customer and customer needs accessibility and communication have become of great importance for many organizations. Initially starting with access numbers such as national and international Freephone service numbers this was expanded with Intelligent Network platforms such as Interactive Voice Response platforms.

MCXess is a Communication Integrator.
Realizing global coverage by combining
Multi Channel access with Hosted High-end
Telecom Services.

**Offering solutions to increase customer contacts, globalizing
target groups as well as for improving efficiency in front offices
eventually creating the customer experience.**

Looking at today's economy in which internet has taken a prominent role, a series of communication and information channels were added to the standard telecom channels. Appreciating the internet more and more becoming the major channel for customers and organizations MCXess expanded her product portfolio with a broad range of interactive communication channels among which live chat, text messaging, e-mail management or a call-me-now button. Integrating the standard telephony and IN channels with interactive channels creates the multi channel environment which not only creates the optimal accessibility solution but more importantly creates the ultimate customer experience.

High-end Solutions

By using state-of-the art technology MCXess adds value to standard access methods integrated with hosted IN (Intelligent Network) solutions. Adding intelligence translates into a custom made platform with a diversity of routing services, Interactive Voice Response Services, Call Center Services, Voice recognition, text messaging, Payment Services, Web services and Self Servicing.

Improving Customer Service

For many organizations these days the main goal is to increase their sales and improve customer care. Facing many challenges with regards to customer contact the challenge most heard is improving Customer contact while call traffic is multiplying and calling queues are increasing. It is required for many organizations to also be accessible outside of office hours, mostly to meet customer needs or respond to purchase intentions or information requirements. MCXess responds with (global) Multi Channel hosted Call Center services enabling you to maximize business opportunities. Automatic Voice Response platforms decrease the cost per call while optimizing customer contact & creating customer loyalty.

Impressive Direct Marketing campaigns

MCXess' main goal with regards to Direct Marketing solutions is to stimulate sales, generate more traffic to your stores or website, promotion of a brand or product while obtaining information from your target group to create a database. Having these data and information available enables you to build up a loyal and long-term customer relationship. MCXess' Direct Marketing solutions are supported by Text Messaging, Service numbers, Voice Response Services and Web Services.

Optimal Self Servicing

Customers have the tendency to ask simple however vital questions during their orientation or purchasing process. As a result, many front offices frequently receive similar questions over and over again. Although these questions are relevant for answering, they take up a lot of time from your agents and put a burden on your call center which can be avoided. Offering Self Servicing solutions limit the time consuming process to answer these simple questions however maintain a high service level towards your customers. Self Servicing can be found in the area of obtaining passwords, standard information or brochures or answers to FAQ's via a webpage or automatic IVR platform.

Guaranteed

MCXess is network independent of any service provider which means that our hosted solutions can be integrated in any telecom environment from any telecom provider. MCXess guarantees the highest network availability (up to 99,9%). With a live helpdesk operating 24/7 and thus offering a fast and flexible service MCXess is your full service partner. Full service containing creative concept development, technical implementation and ongoing project management of the solution.

