



BECAUSE WE ARE PRIORITY 1.

## Kemtah's Customer Support Solutions

*There is hardly any action a corporation, government, or other institution can take without considering its performance when it comes to Customer Support.*

*Whether you are a Government Agency, Hospital System, Financial Institution, or Manufacturer, your ability to rapidly and effectively serve your customers is critical.*

*When your customers linger on hold, wait for answers, or hang up in frustration, you need it fixed. And you need it fixed yesterday...*

*- At Kemtah we partner with our clients to provide Excellence in Customer Service and Support.*



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Kemtah is a premier provider of Customer Support solutions to large commercial and government organizations. Today we operate in 12 countries and most of the 50 United States. Our solid success and ability to be "better, faster, cheaper" in the Customer Support industry has earned us growing, long-term relationships with Fortune 100 companies, large government agencies, and the healthcare industry, from hospitals to pharmaceuticals. We have saved our clients millions of dollars while consistently meeting or exceeding stringent performance requirements by:

- Applying best practices of service management such as leveraging the business benefits of ITIL
- Providing value-added processes and technology
- Using flexible contract terms and conditions
- Improving resource utilization
- Staffing - Hiring the right people the first time and retaining them
- Providing management with strong leadership and team-building skills

At Kemtah we specialize in transforming the way you serve your customers - both internal and external. We help you improve your service levels, your customer satisfaction, and your public relations. We can optimize your operational costs, find highly reliable staff, and provide the latest in customer touch point trends.

Our Customer Support solutions are outlined below. In each area, our years of experience have culminated into a proven, repeatable ability to improve customer touch points, customer satisfaction, and service quality, while simultaneously and creatively reducing/optimizing costs:

- Help Desk management
- Contact centers
- Web service portals