

# EXPERIENCE DESIGN & ENGINEERING

## Reimagining Everything CX

Concentrix is a leading global provider of customer experience (CX) solutions and technology, improving business performance for some of the world's best brands. Every day, our staff delivers next generation customer experience and helps companies better connect with their customers. We create better business outcomes and help differentiate our clients by reimagining everything CX through Strategy + Talent + Technology. Concentrix Catalyst, our experience design and engineering team, combines human-centered design, powerful data, and strong tech to accelerate CX transformation at scale.

### Enabling powerful digital outcomes



#### Telecom & Media

Accelerating insights-based innovations to create experiences that redefine what it means to connect with subscribers and engage audiences.



#### Healthcare & Life Sciences

Partnering with the most customer-centric healthcare organizations to deliver personalized, informed, and connected care experiences.



#### Retail & Consumer Goods

Delivering frictionless, omnichannel experiences that strengthen relationships, keep pace with shifting expectations, and define brands.



#### Technology & Software

Delivering customer-centric, growth-minded solutions that align sales and marketing goals, enhance guided selling, and reimagine digital enablement.



#### Reimagine Service Management

Meeting customer expectations every time, from anywhere and empowering your teams to deliver safe, mission-critical field service.



#### Turn Information Into Action

Shifting perspectives on data, aligning the thrill of problem-solving with resilient solutions, all while bringing work and life back into balance.

**6,000+**

Engineers & Consultants

**245+**

Salesforce Projects

**150+**

Salesforce Specialists

**200+**

Salesforce Certs

**40+**

Global Offices

**SPOTLIGHT:**

# Driving lead-to-cash business transformation with Salesforce 360

Together, Concentrix and Salesforce give you the tools to remove barriers, the agility to deliver in the moment, and the ability to operate at the speed of customer expectations. Our lead-to-cash model helps clients utilize Salesforce as a platform to unlock strategic innovation opportunities and transform entire businesses.



Experience Cloud



Salesforce Core Platform

Service Cloud  
Loyalty Management

Commerce Cloud



**SPOTLIGHT:**

# Enabling personalization at scale and weaving loyalty throughout the customer experience

We're at the leading edge of helping brands leverage Marketing Cloud, Experience Cloud, Service Cloud, and Commerce Cloud to enable personalization at scale and weave loyalty throughout the customer experience, engaging customers with Customer 360 Audiences and Interaction Studio.

**CONNECT WITH US**

**CONCENTRIX**  
CATALYST

Start accelerating your business outcomes today. Get in touch to learn how experience design and engineering can expand what's possible.

[salesforce@concentrix.com](mailto:salesforce@concentrix.com)  
**+1 800-747-0583 | [www.concentrix.com](http://www.concentrix.com)**