

FACTSHEET

THE FUTURE OF CUSTOMER SERVICE

Contact Center Modernization with Apexon, Powered by Salesforce

REIMAGINING CONTACT CENTERS FOR THE HUMAN-AI ERA

As customer expectations for seamless, personalized, and omnichannel experiences continue to rise, contact centers must evolve. Salesforce Service Cloud meets this need by enabling engagement across any channel, on the customer's terms. Now, with the emergence of autonomous AI agents powered by Agentforce, the contact center is undergoing a deeper transformation—one that enhances agent productivity and delivers significant operational efficiencies.

At Apexon, our deep expertise across the Salesforce ecosystem enables us to help organizations reimagine their contact centers—not as cost centers, but as strategic growth engines.



THE APEXON DIFFERENCE

Apexon is your trusted Salesforce consulting partner, combining deep domain expertise with outcome-driven execution to future-proof contact centers in the AI era.



INDUSTRY-FIRST APPROACH

Our blend of domain specialists and certified Salesforce experts craft industry-specific solutions for precise outcomes



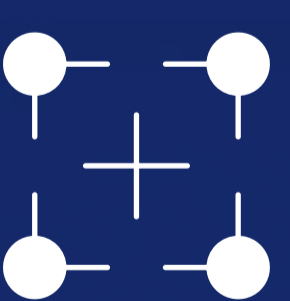
AGENT PRODUCTIVITY CENTRIC UX DESIGN

Our UX and Salesforce expertise streamline operations, augmenting agents for maximum productivity and CX



EXPERTISE IN ADVANCED DATA & AI STRATEGIES

We build unified 360° customer profiles for human and AI agents using our proven data and AI expertise



TAILORED ALIGNMENT TO MATURITY LEVEL

We align modernization programs to your current capabilities and future vision



HIGHLY CUSTOMIZED STRATEGIC ROADMAP & BLUEPRINTING

We architect purpose-built strategies, connecting business goals with CRM, omnichannel, and AI



OCM EXPERTS DRIVING LASTING TRANSFORMATION

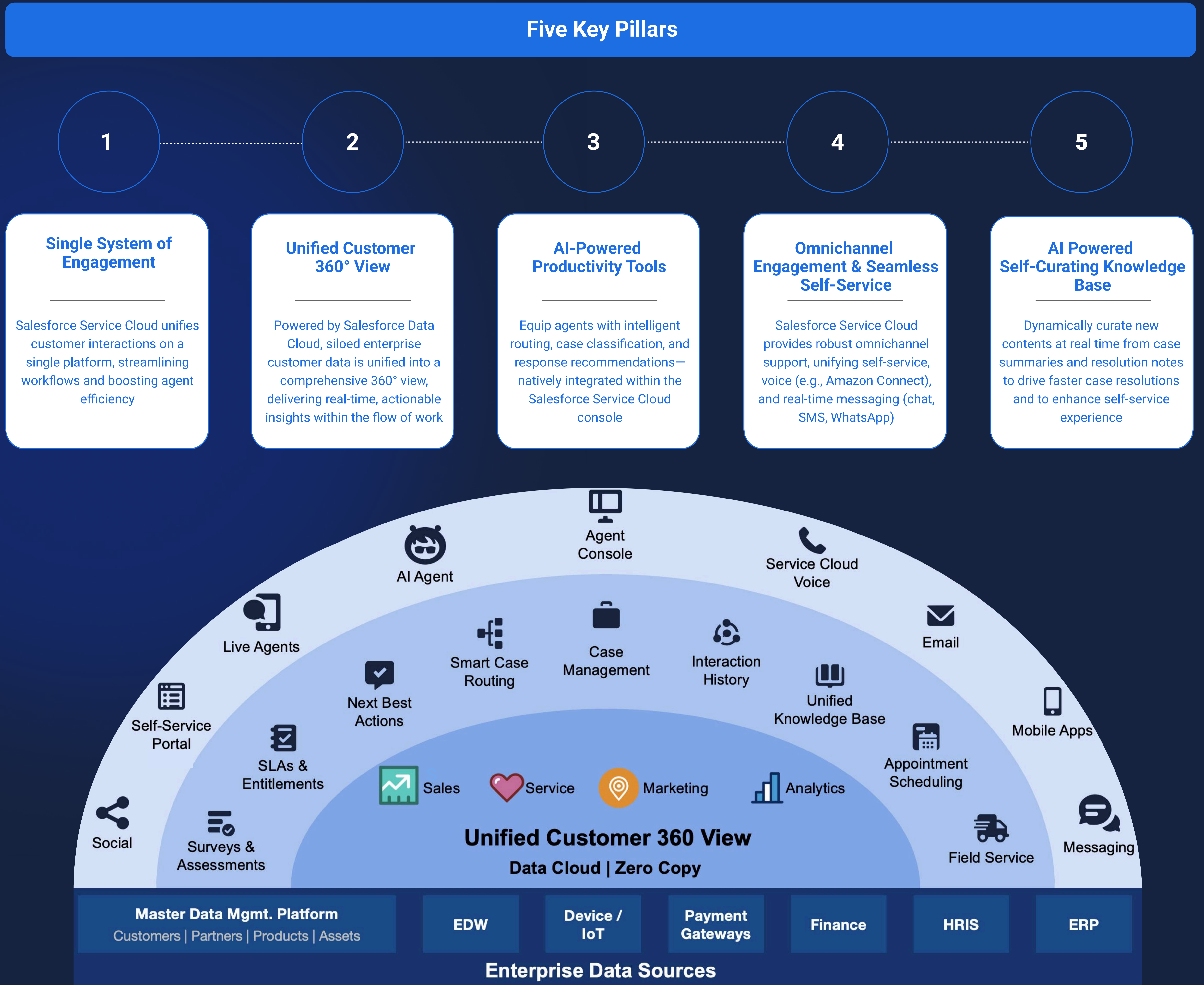
Our deep expertise in OCM and User Adoption strategies are crucial for large-scale transformations, ensuring continuous value and ROI

ABOUT APEXON



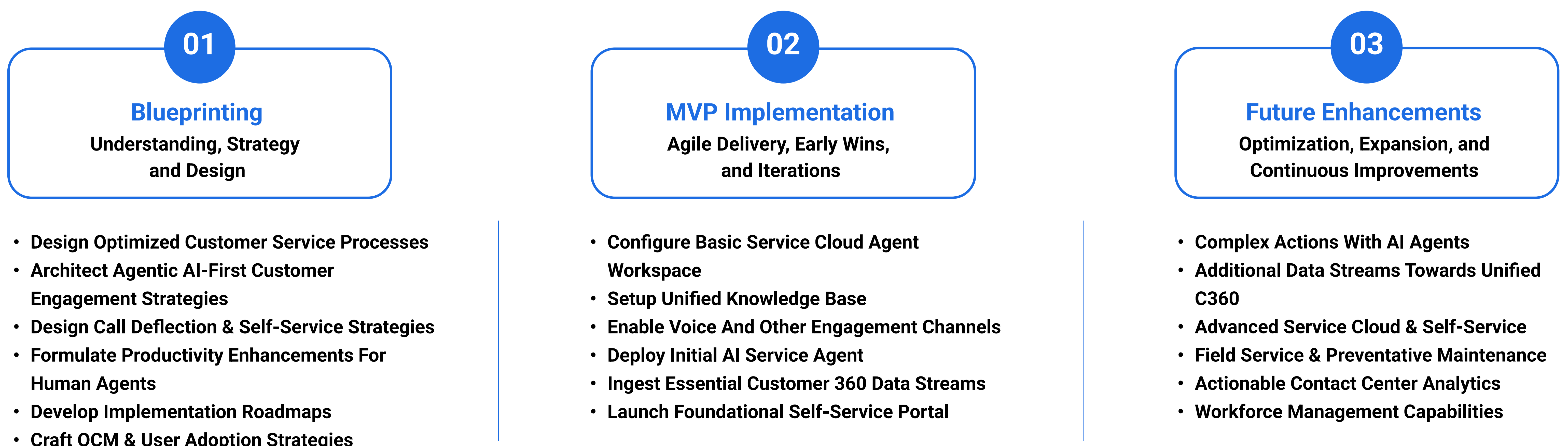
TRANSFORMING CUSTOMER SERVICE

Building a modern contact center requires more than technology—it demands a strategic blend of intelligent systems and integrated processes. Apexon’s solution is anchored in five key pillars designed to elevate both customer and agent experience:



HOW WE DELIVER

Through strong partnership, our engagement approach delivers a holistic contact center transformation, integrating strategy, UX, processes, unified data, and analytics for lasting success –



MODERNIZING CONTACT CENTERS AT SCALE

Business Impacts

<p>Porter</p>	<p>Apexon partnered with Porter, a healthcare concierge provider to modernize their omnichannel, AI-powered contact center through strategic blueprinting and MVP implementation</p>	<ul style="list-style-type: none"> • 30% increase in operational efficiency • 15% reduction in OpEx • 25% increase in CSAT
<p>ProPharma Group</p>	<p>ProPharma Group engaged Apexon to implement an omnichannel Contact Center Solution for Patient Support Services. This enabled seamless patients access to complex care programs through guided enrollment and personalized engagement</p>	<ul style="list-style-type: none"> • 45% increase in Treatment Adherence • 30% reduction in mid-therapy patient drop-off • 25% reduction in repetitive human intensive tasks
<p>Knipper Health</p>	<p>Apexon's UX experts partnered with Knipper Health (pharma logistics) to optimize contact center agent experience for PAP patient onboarding. Our study, using observations and time capture, identified agent workflow inefficiencies, establishing benchmarks for improved agent experience</p>	<ul style="list-style-type: none"> • Mitigated process inefficiencies and bottlenecks • Reduced SLA breaches in contact center • Reduced human-intensive touchpoints with AI and automations

KICKSTART YOUR CONTACT CENTER MODERNIZATION

Our complimentary one-day workshop helps define a clear path, aligning your aspirations and current state with key stakeholders.



Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital. Apexon works with both larger enterprises and emerging innovators-putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.



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FEELING SOCIAL?

