



Varolii Communications About Varolii

Varolii Communications

What We Do

Varolii delivers intelligent, automated communications over voice, email, text, and fax. Our solution helps companies communicate with large numbers of customers to achieve the type of one-to-one communication that normally takes place with agents in a contact center.

Varolii communications are proactive and provide your customers with the right message, at the right time, and through the right channel, so they're more likely to take action.

With the Varolii solution, organizations achieve these types of results:

- **Alaska Airlines** reduced their cost per contact by 66% and improved their customer's experience
- **Time Warner Cable** gained \$1.6 million in net benefit per month over business as usual
- **Top Wireless provider** saw a 416% increase in customer saves

Personalized. Automated. Conversations

Varolii transforms the way organizations communicate to create competitive advantage through superior customer service, improved profitability, and stronger relationships.

Who We Are

Traditional methods of communication, such as contact center agents and direct mail, play an important role in customer communication, but they are not capable of shouldering all your communications alone. Automated communication through voice, email, and text not only complements your existing resources, making them more efficient and profitable, but also provides you with a more cost effective way to engage your customers and solve several business problems, many of which you may not realize exist.

Leading companies across all industries rely on us to not only offload the high costs of communication but automate the business processes that frequently drain resources.

Who We Serve

Varolii works with over 380 organizations across a wide range of industries. This includes top banks and financial services companies; over half of the major airlines; and the country's largest utilities, health plans, and cable and wireless carriers. Add it all up, we've delivered over 5.3 billion automated voice, email, and text communications. Chances are, we're already communicating with many of your customers.

Why Varolii

Varolii communication is more than a message. We transform automated communication into intelligent conversations that achieve, even surpass, the results you get with agent communication. Consider the benefits of Varolii communications:

Better Execute on Your CRM Investments

Varolii helps you better execute on the breadth of customer data and sophisticated infrastructure you already have in place. This achieves several objectives: improves the speed and quality of customer service, increases payment rates, increases program enrollment, and much more. Varolii enables you to deliver on the final piece of the equation — the customer conversation.

Bridges Information Silos

Varolii solves the problem of information silos by giving organizations a centralized view of your customer: a single view of data (when they were last called, their payment histories, support issues, and much more), to create the most effective communications strategy that best serves the customer and achieves the objectives across multiple divisions.

Expertise in Your Business

Since 1999, Varolii has led the industry with the most proven and robust automated communications solution. Varolii staff know your industry, having worked with over 380 top companies, and apply their insight into building and delivering solutions that solve business objectives unique to your business.

Takes Costs Out of Your Business

While contact centers serve a vital function within your organization, they're not always able to scale to customer volume or manage the volume of inbound calls. By offloading much of the communications your contact center routinely manages, agents are freed up to work on high priority accounts and more customers get served without flooding your contact center with inbound calls.

Continuously Improves

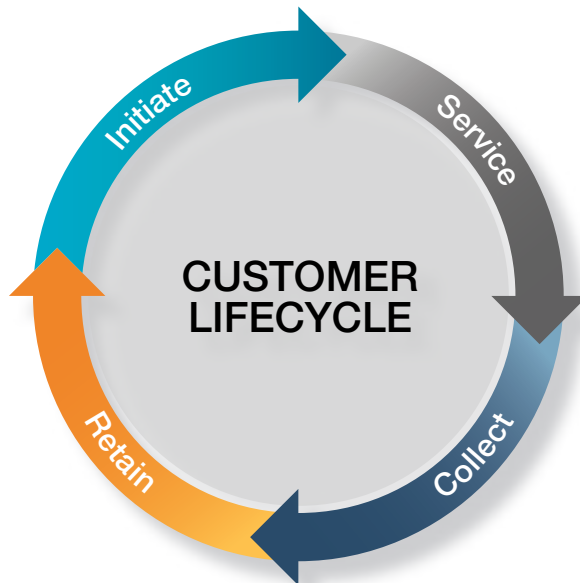
We provide you with ongoing tactical and strategic insight into your communications. We evaluate how well your solution is performing compared to your industry peers and how your strategy can be further optimize to deliver improved results. We have a full-time staff dedicated to integrating into your existing systems in ways that serve you best and providing ongoing analysis to continually improve your results. Every client is provided an in-house expert who partners with you to translate our technology and best practices into effective solutions that meet your business goals.

Solutions for Every Line of Business

Varolii's complete suite of products communicate across the customer lifecycle – from collections, to customer service and loyalty, to employee communication, and more.



Varolii leverages the strengths of voice, email, and SMS to reach and interact with customers over the most appropriate channel.



Varolii communicates with customers throughout the customer lifecycle.



About Varolii

Varolii provides on-demand communication software and services that enable organizations to more effectively reach and interact with their customers and employees, getting the best result from every interaction. www.Varolii.com

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