



## Thank You To Our Sponsors and Exhibitors



**Cincom** provides the most-intuitive, document communication solutions in the industry. From real-time generation of claims correspondence to fully-automated generation of policies, our easy-to-use software has helped insurers around the world strengthen customer relationships, minimize compliance risks, reduce costs, and accelerate time-to-market for all their document communications. [www.documentsolutions.cincom.com](http://www.documentsolutions.cincom.com)



Looking for a way to ensure an effective and consistent producer and customer experience — across all channels? **CSC** helps carriers unlock information in back-end systems and ensure uniform service — through your web portal, mobile device, call center and back office. More than CRM, and designed specifically for insurance, CSC's Customer Service Accelerator® provides the foundation for efficient anytime, anywhere customer service.

[http://www.csc.com/life annuities and pensions/](http://www.csc.com/life_annuities_and_pensions/)



The **International Customer Management Institute (ICMI)** is the leading global provider of comprehensive resources for customer management professionals — from frontline agents to executives — who wish to improve customer experiences and increase efficiencies at every level of the contact center. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services

including: Training and Certification, Consulting, Events, and Informational Resources. Founded in 1985, ICMI continues to serve as one of the most established and respected organizations in the call center industry.

[www.icmi.com](http://www.icmi.com)



**Implementation Partners LLC** drives game-changing results for clients through consulting, project execution, and training services with a collaborative approach that purposefully combines process streamlining with team performance design. The company pioneered **Engaged Team Performance**, integrating best-in-class process redesign, team performance, and change management tools to revolutionize effectiveness and efficiency.

[www.implementationpartners.com/results.html](http://www.implementationpartners.com/results.html)



**Mattersight** is the leader in providing behavioral analytics as a managed service. Mattersight's technology, delivered through an SaaS model, captures unstructured customer and employee information, including voice interactions and employee desktop activity. The technology then integrates this information with customer and employee contextual data and analyzes it in the cloud utilizing millions of proprietary algorithms. Analyzing this data enables Mattersight to create transformational insights, giving its clients greater operational transparency, foresight into future customer behavior, and the ability to drive measurable results in the areas of customer experience, revenue generation, business process management, fraud, talent management, and cost optimization.

[www.mattersight.com](http://www.mattersight.com)



**Vertafore**<sup>®</sup> is the leading provider of software and information to the insurance distribution channel. Vertafore delivers meaningful solutions and powerful technology to help organizations respond to business challenges and capture new opportunities. Vertafore has helped 17,000 customers and 500,000 end users gain a competitive advantage. For more information, visit

[www.vertafore.com](http://www.vertafore.com).