



# The Operational Experts in the Cable and Broadband Community

Every cable and broadband provider routinely faces the operational, financial and timing pressures that today's competitive marketplace dictates. Given the unavoidable constraints of budgeted resources, companies are obliged to manage new business challenges with severe constraints, forcing them to live with the negative impact of these new requirements or merely treat the symptoms, rather than addressing the core issues. This limits their effectiveness with customers and their ability to grow. There is a better way – a solution that provides significant improvement in the customer experience, while optimizing operating cash flow, and effectively combating competitive pressure.

At Agilyst, we are the operational experts in the broadband industry. We treat not only the symptoms of operational issues, but also offer solutions that address their root cause, thus ensuring improvement in long-term operational metrics. We allow you to focus on the value-added activities while we tackle all your routine operational tasks and deliver dramatic productivity gains and enhanced bottom line results. We know we're better at this than anyone.

Our unique business model, focused extensively on the broadband industry, combines our industry know how with proprietary technology and workflows to give you direct situational awareness at a transactional level so you can more effectively manage your business. While helping support the day-to-day operation requirements of your customers, we will help you convert massive amounts of data and millions of transactions into useful business intelligence that can further drive cost savings and efficiencies real-time. Unlike other providers, we are always in complete alignment with your operational interests and objectives.

## Why Companies Choose Agilyst

We are the top choice for operational support among the leading broadband providers because of our firsthand experience in the processes, challenges and changing dynamics that effect the industry.

We differentiate ourselves in the following ways:

**Industry Expertise:** The leadership team at Agilyst has more than 100 years combined highly-relevant and strategic experience in the broadband industry. This industry-exclusive experience enables us to best understand the current and future pressures you face every day.

**Unique Solutions:** No two clients or projects are alike. We don't use a "cookie cutter" approach to anything we

do. We will take the time to fully understand your business challenges and develop a highly customized and tailored approach to meet your specific needs.

**Quality:** We are obsessed with quality. We are fully committed to providing you with the highest quality services that will create a long-term partnership to help your business thrive. If our customers are not successful, we are not successful. Our primary objective is to make your operations more efficient and effective.

**Analytics:** We are fanatics when it comes to analytics—it is at the heart of everything we do. We are quantitatively driven operational folks who believe in continually over delivering. In addition to the analytical approach to handling routine processes, we continually work to identify opportunities to build appropriate tools that further improve the efficiency of the process while reducing error rates.

## Agilyst Services

We take a holistic and analytical approach to everything we do. Making the end result more favorable – better analyzed information in shorter cycle times – providing you greater comfort in making informed decisions.

We offer a wide range of services that span all lines of business (data, video and voice), all support channels (chat, email and phone), and multiple functional areas (care, repair, billing, retention, sales and technical operations) in the broadband industry.

*Agilyst has what you need  
We've got the vision to think  
strategically, contribute meaningfully,  
work independently, and deliver  
strong and fast return on investment.  
When you need to scale or extend  
your operational capabilities, let us  
be your partner of choice.*

Our core focus is in improving your business in the following ways:

**Revenue assurance and account accuracy:** We use a unique two-fold approach to recoup lost revenue. Our traditional approach focuses on reactive account

corrections where reports and scripts are run and corrective action is then taken to ensure customer accounts reflect accurate billing and are free of other provisioning or service impacting errors. Our progressive approach focuses on proactive review of work orders to identify accounts with potential errors (encompassing provisioning, billing, and business rules) and to fix them prior to order fulfillment – before they impact the customer.

**Interaction measurement:** We provide all levels of customer interaction measurement services across all support channels for both internal and external customer service operations and representatives. More than just “interaction auditors,” we help you hold your vendors accountable for delivering the best customer experiences and maintaining performance standards. We conduct regularly scheduled calibration sessions where we review 30-50 different attributes of each customer contact encompassing both soft skills and core business rules to help improve the quality, efficiency, and correctness of contacts being handled.

**Tiered technical support:** We provide a full range of Tier 1.5 support with our highly skilled team. Due to the focus on quick turnaround and more “real time” feedback, we can help improve both the operational efficiency and effectiveness with vendors and internal Tier 1 teams that will indirectly help reduce the staffing and support required to handle the same set of customers. We also help you reduce avoidable truck rolls and prevent tickets from getting escalated unnecessarily from Tier 1 to Tier 2/ Tier 3 by reviewing tickets and correcting them within the first hour or two after creation.

**End-user support:** When you have the need for inbound or outbound customer contact on short notice, we can quickly scale and launch programs to support your initiatives while maintaining a high quality level. Our support includes all customer contact channels. We are built to scale better, faster and in a more cost effective manner than other providers.



Founded in 2007, Agilyst has since become a trusted business partner to the number one broadband provider in North America. If your company is experiencing any of the challenges currently facing the broadband industry, chances are we have seen it before and know how to assist in addressing it.

Want to know more about what we do and how we can improve your business? Contact us today for more information.

### Contact Us

Agilyst headquarters are in metro Philadelphia, PA with delivery/account management and sales teams in Atlanta, GA; metro New York City; St. Louis, MO; Washington, D.C.; and with delivery operations in India.

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