

Customized Engagement Solutions Designed to Help You Succeed



A growing number of consumers use digital, self-serve channels for banking, yet research shows digital interactions alone are not enough to boost customer experience. Today's contact center is the emotional component of a brand and plays a more pivotal role than ever before.









Harland Clarke ContactCenterCX helps financial institutions augment capacity and enhance inbound and outbound capabilities for short-term Burst events or long-term marketing programs.

We align to your goals, your operation, and most importantly, your brand. You receive the support you need, when you need it, while your consumers receive a high-quality, on-brand customer experience.

Our dedicated team is
the brand beside your brand,
providing the support you need,
for as long as you need it,
and a personal touch with
every interaction.

Solutions Customized to Your Needs

We deliver B2B and B2C, inbound and outbound services to drive maximum lifetime value.

ACQUIRE	ACTIVATE	RETAIN
 Acquisition Support create campaign lift and increase acquisition rates	 Onboarding Calls build brand affinity and awareness of all you offer	 Conversion Support ensure a smooth transition experience during change events, such as mergers, acquisitions, and digital banking conversions
 Lead Generation convert prospects into account holders	 Card Reissue Support increase card activation, usage and spend	 Extended Hours and Overflow Support increase the level of service you provide to account holders
 Appointment Setting meet growth objectives with dedicated support		 Business Continuity communicate effectively during disasters or service disruptions

Performance Excellence

We provide end-to-end, white glove support to ensure an optimal experience for you and your account holders.

**Customized
Program Planning**

**Project Set-Up
Support**

**Project
Management**

**Ongoing
Support**

About Contact Center Solutions

- Extensive financial services expertise
- Culture of consultative, best practice sharing
- English, Spanish, and French-Canadian and other languages as needed
- Multiple state-of-the-art U.S.-based facilities
- Multichannel support via phone, email and web chat
- 100% of calls recorded for quality assurance
- Millions of financial services contacts annually



Learn how Harland Clarke can provide your financial institution the best-in-class support you need, when you need it.

Call **1.800.351.3843**
Email **contactHC@harlandclarke.com**
Visit **harlandclarke.com/ContactCenterCX**