

BLENDING HUMANS + MACHINES WITH CUSTOMERS AT THE CENTER



Humach enables its clients to find more innovative ways to engage, acquire, and support their customers by combining business intelligence, experienced agents and machine automation. Using live and digital agents, and customer experience technologies, Humach delivers simple, consistent customer experiences to some of the world's largest brands.

LABOR OPTIMIZATION FOR INNOVATIVE COMPANIES

Intelligent Workforce

Humach combines the creativity and experience of humans with the computational power and analytics of machines to deliver accurate, efficient, and consistent customer experiences. From the first touchpoint in the customer journey to the last, Humach's Live and Digital Agents streamline interactions to produce experiences customers want and results that businesses need.

Humans + Machines: Humach Labs

Humach Labs is a revolutionary new approach to technology incubation that gives businesses the unique opportunity to trial customer experience technology in their own live, controlled setting. Testing Humach's professionally trained agents and CX technology solutions in a real-time reduces risk and offers maximum impact with minimal disruption.

HIGHLIGHTS

- 30+ years of customer experience excellence and innovation
- Controlled incubator environment used to test new solutions and expedite innovation
- Average Client Tenure: 12 years
- Longest Client Tenure: 29 years
- Average Agent Tenure: 3 years
- Digital, social, and mobile-enabled technology platforms with simple, published APIs
- Random Acts of Humach - a 501(c)(3) charitable organization that supports over 150 annual events
- Pledge 1% Member
- Complete turnkey, state-of-the-art contact center facilities

- Proven, proprietary training curriculum
- SD-Wan network infrastructure across all facilities

EXPERIENCE

- Healthcare & Pharmaceutical
- Communication Services
- Retail & eCommerce
- Technology
- Financial Services
- Consumer Services
- Packaged Goods

WHO WE ARE

Services

- Customer Experience Design
- Customer Support
- Revenue Generation
- Account Management
- Technology Enablement
- Business Development
- Back Office Support
- Customer Retention

Headquarters

Plano, Texas

Locations

- Iowa (Dubuque, Mason City)
- Mexico (Tijuana, Monterrey)
- Digital Agents

Security

- PCI Level 1 Certified
- SOC 1, Type 1 & 2 with a ROC

Chief Executive Officer

Tim Houlné

Financials

Privately Held

Contact

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