



Operations 360° Virtual Tours

NIAGARA

Intelligent Sales and Customer
Operations
Video Transcript

Welcome to the virtual tour of our Intelligent Operations Center in Niagara.

This short video can be paused at any point if you want to look around for longer. If you are watching this on your laptop, you can navigate the 360-degree experience using your cursor or touchscreen. You may also use a virtual reality headset for a fully immersive experience.

Ready?
Let's go!

Welcome to Niagara!

The world-famous Niagara Falls, which has been recognized as one of the world's 'must see' tourist destinations, the man-made wonder Welland Canal, wine regions and its proximity to the United States has made Niagara a preferred destination for travelers for years.

Our Niagara Intelligent Operations Center is one of our 50+ centers around the world dedicated to accelerating your sales and customer operations' transformation, helping you drive innovation and sustainable growth across the customer lifecycle.

Our diverse team of more than 500 industry, functional and domain experts work together a space designed to drive the best employee experience, while creating an optimal environment for accelerating operations innovation for our clients.

This new location features a fitness lounge, prayer room, mother's room and game lounge, in addition to collaboration and innovation spaces.

This includes professionals focused on front office functions including inside sales, channel management, sales enablement and customer success and adoption services.

It is here where we will work with you to deliver customer and sales operations business process services, using design thinking and our proprietary frameworks and technology-- ultimately transforming your front office operations to be insights driven and agile.

In addition to having an effective recruiting strategy that attracts and retains talented people, our proprietary learning programs ensure our people have the capabilities needed to be future-ready, and the skills to deliver superior outcomes.

Core to our approach for delivering transformational growth is our SynOps operating engine.

SynOps combines the right mix of human and machine intelligence to create an environment for advanced data exploration; assessing sales and service processes and activities to see if they could be automated; and using real-time data to make decisions that matter to our clients

These elements give us all control to get ahead of the issues, before they become critical.

Exceptional talent.
Innovative technology.
Powerful Insights
Intelligence

SynOps is powering transformational growth.

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