

# Alvaria Receives Excellence in Best Practices Customer Value Leadership Recognition

## Best Practices Awards

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Customer Value Leadership Award recognizes the company that offers products or services customers find superior for the overall price, performance, and quality.

## Frost & Sullivan

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry – A Global Growth Partnership Company.

### The company demonstrates a strong overall performance.

Frost & Sullivan is proud to bestow the 2021 North American Customer Value Leadership Award in the outbound campaign management industry to Alvaria.

Compliant outbound is just one large and important component of today's modern contact center. When combined with omnichannel inbound contact management, customer journey management, and workforce engagement tools that supercharge customer engagement, companies have an elegant way to enhance CSAT while assisting operational efficiency.



Frost & Sullivan recognizes how Alvaria, with its complete suite of omnichannel offerings that includes superlative inbound and outbound capabilities, enables companies to properly achieve these goals.

### Analysts evaluated key factors according to the below criteria.

#### Business Impact

Financial Performance

Customer Acquisition

Operational Efficiency

Growth Potential

Human Capital

#### Customer Impact

Price & Performance Value

Customer Purchase Experience

Customer Ownership Experience

Customer Service Experience

Brand Equity

*Beyond compliance, the company's outbound portfolio shines in enhancing customer satisfaction. Alvaria's outbound campaign management is highly tuned to connecting with customers when relevant for them and allowing convenient two-way interaction.*

Nancy Jamison,  
Industry Director, Frost & Sullivan

