

# SCORE CONFERENCE



Boston Seaport Hotel & World Trade Center

## 2016 Sponsors

SCORE Conference 2016 features a new online sponsor gallery to learn more about industry-leading companies in the CX space that can help you improve your service operations.

### Online Sponsor Gallery



Consulting firm specializing in the cornerstones of customer experience: customer engagement, employee engagement and connections like social media. Jeannie Walters, Chief Customer Experience Investigator™ and founder of 360Connex, is also a cohost on the weekly podcast program Crack the Customer Code, which is dedicated to helping business professionals, small business owners, and customer-facing professionals learn the ins and outs of creating great customer experiences.



A popular web magazine published by Simpler Media Group, Inc. They provide daily updates about Customer Experience Management, Digital Marketing, Social Business and Enterprise Information Management. Founded by Brice Dunwoodie in 2003, CMSWire has drawn together an audience of digital marketers, collaboration experts and information managers.



The premiere destination for information on call centers including: best practices, software products, services, training, and other valuable resources. CRMXchange has developed unique industry insights into the business intelligence, professional management and software programs required for successful operations. Known by their audience as the “event site,” they are experts in Webcast hosting.



Helps leaders improve business results by building deeper trust and connection with their teams. Their award-winning blog has grown into a highly interactive, international community.



Executive recruiter that conducts extensive searches on behalf of its corporate clients, and works with individuals who are looking for challenging new opportunities to advance and enhance their career goals in the software and computer industries.



An online marketing resource that provides actionable, solution-driven content that gives an edge to the competition. It features in-depth articles, news, blogs, videos and Q&As that share insights from dozens of leading sources across the marketing industry.



Consulting firm that works with companies to build a high performance, high quality, and high service level environment where leaders and employees can thrive in achieving the company's strategic goals, while helping customers succeed. A trusted partner in helping companies grow exponentially by building the organizational infrastructure that will create a loyal base of employees and customers.



Full-service technology solutions provider to small, medium and large associations, nonprofits, and government agencies. Cloud-based Unified Learning Management System supports all varieties of courses, hybrid and all-virtual conferences, online communities, webinars and other professional development programs.



Improves business efficiency and productivity for professional services organizations specializing in complex global operations. Having served over 250 world-class organizations, their goal is to help customers achieve their profitability goals by streamlining operations through PSA technology alignment, project management office alignment, and consulting skill training.



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The CCNG network connects contact center organizations to share information. Through the network the people who lead and run contact centers have the ability to share insights, ideas, and best practices between peers and top professionals. Their members know that by participating in the network their companies and organizations can develop more effective ways to improve performance and deliver excellent customer service.



Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Magazine strives to continue to be the publication that holds the quality bar high for the industry.



The Customer Experience Professionals Association (CXPA) is a global non-profit organization positioned to guide and enhance the growing field of customer experience management. CXPA brings together like-minded professionals focused on advancing the practice of customer experience management and creating career growth by establishing customer experience management as a recognized and admired professional discipline.



The longest standing, non-profit, professional association dedicated to the education, development, promotion, and recognition of service professionals not only in the United States, but internationally as well. By providing opportunities to link individuals, the ICSA creates and maintains a united and powerful association, recognizing that the future for all business rests with the skills of their customer service professionals.



A global online community of business leaders striving to create profitable customer-centric enterprises. Each month, the site reaches over 200,000 subscribers and visitors from 200 countries via email, RSS, LinkedIn and Twitter. CustomerThink currently serves over 80,000 visitors per month. Their main areas of coverage are Customer Relationship Management, Customer Experience Management and Social Business. This is the place to learn about every facet of customer-centric business management in articles, blogs, interviews, and news.



An independent customer experience and call/contact center consultancy. With offices globally, they take a 'hands-on' holistic approach to improving customer interaction and call/contact center strategies. They examine every aspect of the customer facing interaction process. Each consultant possesses at least 20 years of hands-on operation management experience. They understand the 'thousands of moving parts' in every center and appreciate that the contact center is the single most influential touch-point in delivering an effective customer experience.



Organization that provides focused initiatives to help the big data community with three core fundamental efforts: improving talent/technology recruitments, building effective partnerships and facilitating deeper community engagement with the power of online/offline channels.



Online platform for Internet users—the "crowd"—to rank the best software and services on the market for other potential buyers. As a completely unbiased platform, based solely on user reviews, CrowdReviews.com helps buyers make intelligent purchasing decisions.



Organization that provides insights and frameworks that will help businesses and organizations shake off the cost-cutting approach of value creation and embrace the imperative to grow and expand the customer's value proposition as means of growing their own businesses.

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#### Listening Methods

Team of experts experienced in call center operations, professional services and technology—developed Sound Analytics, the first and only solution to automatically analyze entire end-to-end calls, including Voice Self-Service interactions as well as agent and caller conversations.



CX consulting firm that helps medical device companies increase customer loyalty so they can grow revenues and profits. The only customer experience company that focuses its programs and services solely on the medical device industry.



Journal for B2B professional services—a byproduct of Internet Viz, an email marketing publisher, that helps grow business with content marketing via webinars, emails, newsletters and more.



Digital signage company providing digital signage media hardware, software and services to nearly 70% of the Fortune 100. Provide data visualization for a variety of application areas including contact centers, supply chain operations and internal communication to leading industries including financial services, healthcare, hospitality, higher education, government, manufacturing, retail, telecommunications, transportation and utilities.



Sales and marketing organization that provides business marketers with more focused and potent go-to-market intelligence so they can accelerate revenue acquisition at a lower (SG&A) expenditure through developing better (sales) opportunities.



An independent consulting company founded in 1980. They specialize in effective business solutions for improved customer interaction, and for internal collaboration among field staff and knowledge workers. Helping clients both with traditional systems and processes and with innovative approaches, such as recent developments in converged and unified communications, one of their key practice areas is customer experience, including strategy and design.



Leading provider of corporate clothing, logo apparel and promotional gifts. Since 1993, Business Outfitters has been providing logo'd clothing made with Lands' End quality and backed by an unmatched promise of satisfaction.



A networking organization bridging the gap between dogs in need and organizations that can help them find new homes. Specializing in matching discriminated breeds and mislabeled dogs with progressive shelters and rescues, these 'at risk' dogs are given their chance at a life they deserve. Since founded in May 2012, more than 400 dogs in need of transfer have benefited from ARK's services.



International training and people development firm that focuses on helping client organizations grow their businesses worldwide by developing Trusted Business Partner relationships with their customers—so they will see them as part of the team, resulting in unrivaled customer loyalty.

