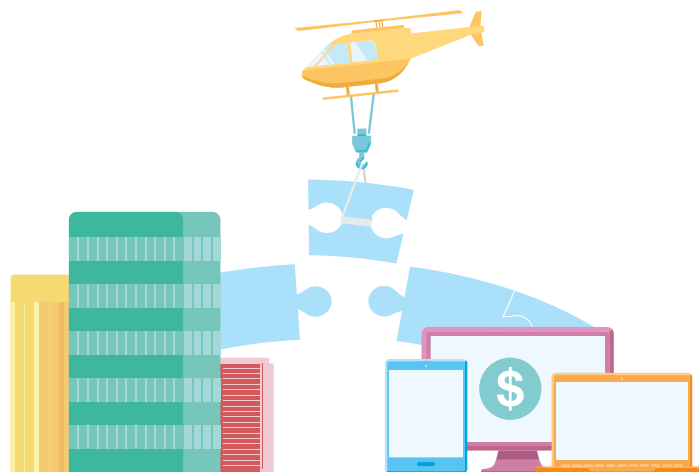


# Bridge the gap between business demands and IT budgets.

As demand for IT services rises—and budgets for those services decrease—finding a way to meet business needs while keeping costs down can be tricky. Verizon's Contact Center Managed Services (CCMS) can help you find the right balance.

**verizon**<sup>v</sup>



When you turn over the management of your contact center to us, you're saving yourself more than just the headache of day-to-day operations—you may be avoiding serious costs. With CCMS, we provide the management platforms, methodologies and people you need, helping you control your investments, recurring expenses and total cost of ownership.

**Our solutions can help you make the most out of your budget by:**



Providing a single, predictable, recurring monthly charge



Offering a scalable, usage-based model



Reducing the IT headcount of in-house support



Potentially eliminating the expense of hiring contact center application management staff



Helping you shift from capital to expense-based budgets

Contact your Verizon customer experience consultant for more information.

© 2016 Verizon. All rights reserved. The Verizon name and logo and all other names, logos and slogans identifying Verizon's products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners. UC16805 7/16

[VerizonEnterprise.com](http://VerizonEnterprise.com)