

# A Productive Culture Empowered to Accomplish

Deliver engaging customer experiences



For over 18 years, Senture has been delivering transformational BPO services and solutions on a global level, across a dynamic range of industries. Senture is the largest pure-play Contact Center in Federal Government & Commercial Accounts today providing fundamental support that is paramount for a citizen-first experience. Our accelerated and continual growth has provided us with greater opportunity to serve our Federal & State Government Agencies & Commercial clients on all levels.

But Senture hasn't stopped there! As a values-driven, nimble organization with a central vision, we continue to expand our services and best practices on a commercial level as well. With new and innovative solutions, Senture continues to grow its footprint across multiple commercial verticals including healthcare, hospitality and tourism, and financial services.

We counsel and advise our clients to rejuvenate the customer journey through individualized interactions on a mass scale, while maintaining a personal touch. Our multichannel consulting solutions provide businesses with the strategies needed to exceed goals and drive customer satisfaction. We use our expertise to identify opportunities for growth, profitability, and to provide insights for complex challenges. Senture operates by the highest ethical standards of integrity and honesty. By building strong relationships with our employees, clients, and — ultimately — the citizens we serve, we create a productive culture empowered to accomplish missions in meaningful ways.

“Senture is a disruptive thought innovator in customer satisfaction.”

## What we do

Our specialty is creating lasting, profitable customer interactions, no matter how clients or customers prefer to connect with our contact center teams.



### Multichannel Contact Center

Senture provides customer support services like outbound/inbound calls, email communications, and digital chat. Our approach allows us to create better customer experiences by refining service, increasing efficiency, and improving insights into customers' and needs.



### Document Intake & Management

Senture handles all types of mail for sorting, opening, and tracking and storage. We accommodate mail processing requirements, like scanning, digitization, faxing, batching, print and fulfillment.



### Knowledge Management

We train our workforce with expertise by sharing and managing knowledge to make quick, informed decisions that benefit the customer to achieve client objectives.



### Industry Services

We provide modern customer support for healthcare, hospitality and tourism, financial services, and retail and e-commerce. We help our clients stand out by providing exceptional and attentive service when customers need it most.



### Surge Services

We help clients tackle seasonal peaks or unexpected surges with rapid response contact center support. Our track record includes serving the immediate needs of FEMA and the COVID pandemic.



### Geographic Diversification

Senture has locations in different regions and countries to reduce operational risks and improve efficiency. Our origins are in Kentucky, but our knack for hospitality extends around the globe.

Let's discuss your ideas.