

ATCEN Consulting

Winning companies are those who have a strong customer-centric strategy and a growing level of customer loyalty. This is achieved not just by having a good customer service but a total organizational, customer-focused strategy built around customers' needs. ATCEN expertise in the area of Customer Interaction Management will assist your organization to enhance your customer experience seamlessly with the organization focus and processes; resulting in improved organization effectiveness and profitability.

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Consulting . Education . Outsourcing

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Consultancy

Our Clients

Technology

Dell, HP, Sony, Fuji Xerox, Hei Tech Padu, Hitachi, Philips, Rockwell, iPerentis, Nokia.

Government Bodies

Bank Negara, Kementerian Kerja Raya, Khazanah, KWSP, LHDN.

Communications / Utilities

TNB, Telekom, Tm Net, Celcom, Digi, Maxis, Time dotCom, Call Biz, Telshine, Dhiraagu.

Financial

Maybank, CIMB, Am Bank, RHB, BSN, Bank Rakyat, Bank Islam, Standard Chartered Bank, Hong Leong Bank, MIDF, CIG, ARB, Affin Bank, Citibank.

Insurance

Prudential, RHB Insurance, Mayban Life, AIA, Great Eastern, MAA, Allianz, MNI, Commerce Assurance, ING, MLRe

Oil and Gas

Petronas, Shell, BP, Exxon Mobil

Others

Sime Darby, EON, Merck, IOI Properties, Sunrise, Star Publications, F&N, CNI, Nike, CMCM Perniagaan, DHL, Coca-Cola (M), Cerebos Asia Pacific, Fournier Pharma, Genting, Heidelberg Malaysia, IJM, L'Oreal, Lafarge

ATCEN offers a wide range of unique related to ensure a customer-centric focus organization at all levels.

STRATEGIC MANAGEMENT

- Customer Centric Strategic Management
- Customer Experience Management
- Organization Branding and Image
- Contingency Management

HUMAN CAPITAL

- Recruitment and Exit Methodology
- Learning and Development Management
- Talent Development Management
- Performance Management

CONTACT CENTER OPERATION

- Workforce Management
- Contact Center Performance Metrics
- Call Quality Monitoring Development
- Operation Management

Benefits of ATCEN Consultancy Solutions

- Unique Expertise
- Result Orientated
- Practical
- Cost Effective

ATCEN Sdn Bhd (638211-U)

D - 05 - 12, Ritze Perdana Business Centre, Jalan PJU 8/2, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia.
Tel: +603 7728 2623 Fax: +603 7728 2620 Email: info@atcen.com http://www.atcen.com