



CAYUSE

COMMERCIAL SERVICES

SERVICE DESK & CUSTOMER CARE CENTERS



PROVEN PERFORMANCE

Why have Cayuse clients continued their Service Desk sourcing with us for over 15 years?

We prioritize a customer-first approach and implement ongoing enhancements that consistently deliver value.

- Measure satisfaction levels, making continuous changes for higher scores
- Regular call reviews for improvement training
- Focus on reducing top ticket drivers

- Data-driven insights for lower Total Cost of Ownership (TCOE)
- AI that delivers process improvements & quality enhancements
- Weekly trend analysis with Lean Six Sigma evaluation



- Proven, exceptional performance above industry standards
- Ongoing quality reviews from agent level to leadership level
- Identification of areas for process improvements and ticket reduction

- Effective & quick onboarding with ongoing training
- Strategic team management with no interruption to your service level
- Cross training & coverage



Reduction of ticket volume significantly enhances efficiency and customer satisfaction



Great past performance with tenure of leadership from global consulting firms that spans over 15 years



Efficient call handling to promote cost savings



A stable and productive workforce with low attrition

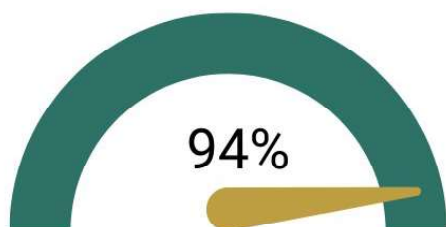
WE BELIEVE IN PARTNERSHIPS AND TRANSPARENCY



At the core of our partnerships are honesty, openness, and dedication. Our approach provides clients with lower total cost of ownership, appropriate service levels, and is scalable and flexible to meet the dynamic needs of the business

Benchmarking Success

Client Satisfaction Score



Our clients rate us at 94% for satisfaction.
(Industry standard is 73%)

Source: HDI

WHY CHOOSE CAYUSE

Doing business with Cayuse means more than individual success.

- Native American owned, MBE, DBE, CPUC, HUBZone, ISO 27001
- We create jobs and provide technology career paths
- Financially sound company which generates profits that uplift our Tribal community.
- For a more sustainable future, we are committed to emissions reductions centered around Science Based Target initiatives (sciencebasedtargets.org)



What Our Clients Say

There's significant improvement in performance since you all have come on board. With no ticket routing/resolution issues reported, we have only heard good things thus far. Keep up the good work!!!

I am very pleased working with Cayuse. I look forward to a longstanding professional relationship with them.

The transition has been seamless. Working with Cayuse techs, they have been knowledgeable, informative, responsive, and very helpful.

CONTACT US >



Steve Bankhead
Sr. Managing Director



steve.bankhead@cayusecs.com



512.663.1721