

insite[®] AT A GLANCE...

ABOUT US

After years in corporate America, running contact centers and back office operations, Chris Rozum decided to start Insite out of his living room back in 2007, with the sole purpose of becoming the Human Operations Experts[®].

What are human operations? It's the people - your people. It's the process - your process. It's the platforms - your platforms. We bring them all together to deliver insights and outcomes while appreciating the people. We study what your people do and how they operate, share the results, map your path to improvement, and help you implement the best practices and training that will get you there. We have been doing exactly this for a wide range of clients and industries, and we can do it for you.

OUR PASSION

We are excited to help accelerate your success by improving efficiencies while enhancing your customer experience.

Our team of humble analysts are scientists at heart with a passion for helping our clients succeed. Insite's enthusiastic approach combined with our wide knowledge of contact centers delivers unprecedented results for you.

In short, we know contact centers and back office operations. We take clients of all sizes on a journey of improvement with long-lasting results within their contact center and back office operations. We work with you to enhance customer experience and optimize efficiency.

WHAT MAKES US DIFFERENT

People - We employ only human operations[®] people with an average of 10 years experience leading contact centers and/or back office operations.

Process - Processes enable consistent experiences and scale. We start with understanding your micro-level steps and flow to then work our way up.

Platform - We maximize your existing technology first. But if you need new technology, we can help you source and implement it.

Performance - All things start with achieving high performance across a diverse set of metrics using proprietary methods and analytics.

1 Patent
15 Trademarks

3x ROI
Guarantee

Privately Held



Offices in
Cape Coral, FL

200+ Centers in 800+ Locations

Founded 2007
14 Years of Experience



Chris Rozum
Founding Partner,
CEO



Dan Smith
Founding Partner,
Board Member



Nathan Flowers
Partner,
Managing Director



Todd Copic
CFO



Ashley Edmunds
Head of Product
and Marketing



Heather Roe
Delivery Principal

CLIENT TESTIMONIALS



Maria D.
Vice President
of Commercial Operations
Blue Cross Blue Shield of Tennessee

I enjoy my partnership with Insite because they take the time to learn and understand my business, which makes their recommendations and overall products very effective. This allows me to find value in, and funding for, process improvements.



Nikki K.
General Manager
Customer Assistance Center
Mercedes-Benz USA, LLC

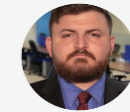
Insite has provided our organization with a fresh set of eyes. Their expertise from various industries has allowed us to make better decisions as we steer our company into the future.



Julie B.
Sr. Director, Customer Solutions
Delta Faucet Company

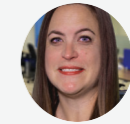
We partnered with Insite to create a vendor strategy, build long-term and short-term forecast models, migrate to a CCaaS vendor, and reclaim ownership of our customer data. Insite did a thorough job and made this transformation so smooth. Our team is excited about the data they now have access to. Our Insite partnership is a great example of our continuous improvement philosophy here at Delta Faucet Company.

EMPLOYEE TESTIMONIALS



Andrew R.
Consultant
At Insite since 2018

Insite gave me a chance to do something that fewer than 1% of the world will ever do. I get to do things I never thought I was capable of doing and learn something new every day. Insite is the greatest learning bootcamp you could ever do, and you get paid for your education.



Heather R.
Portfolio Executive
At Insite since 2018

Such creative employee engagement events! Giving back to the community, fun while in the office, and team 5k to be sure we are healthy. There's always something happening! I really enjoy what I do! I help both our clients and members of my team achieve their goals and be successful. It is a feel of self-satisfaction and fulfillment when you see people achieve their goals and know you've made a positive impact.



Drew L.
Sr. Consultant
At Insite since 2018

I enjoy working at Insite because of our elite assemblage of professionals from various functioning areas within the contact center space. The environment that has been created here, provides the team the ability to broaden their skill sets every day.

OUR INDUSTRIES



Automotive & Transportation



BPO



Education



Finance



Tech



Entertainment & Travel



Retail



Insurance



Animals



Utility

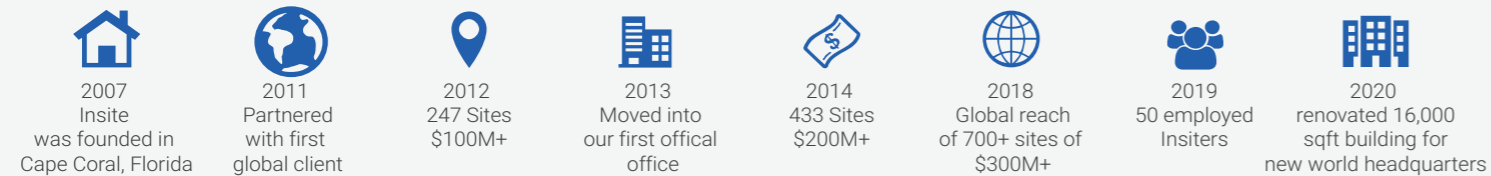


Healthcare

SAMPLE OF OUR CLIENTS



TIMELINE



DISCOVERY



Journey Mapping



Capability Index



Self Assessment



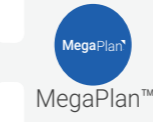
MegaMap[®]



MiniMap[®]



Diligence



MegaPlan[™]

EXECUTION



Mastery



Training



Build & Transfer



OPM



Staff Augmentation



Knowledge Management



WfaaS[®]



Reporting & Analytics



Monitoring