



# SERVICE DESK & CUSTOMER CARE CENTERS

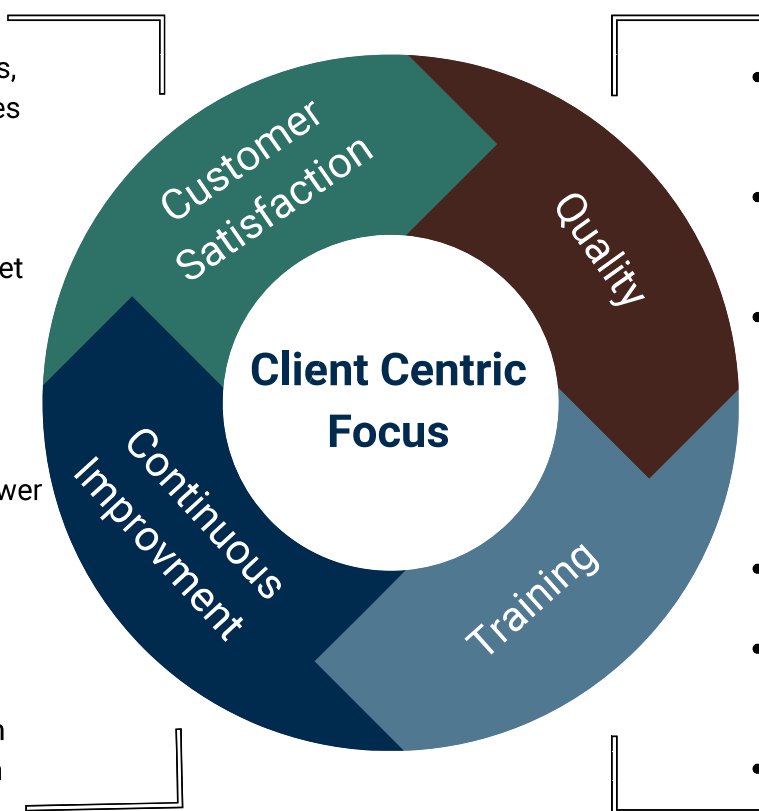


## WE EXCEED EXPECTATIONS

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

Native American owned, MBE, DBE, CPUC, Hubzone, ISO 27001



Integration of Science-Based Targets to reduce emissions for a more sustainable future

Customer Service First



Tenure that spans over 15 years

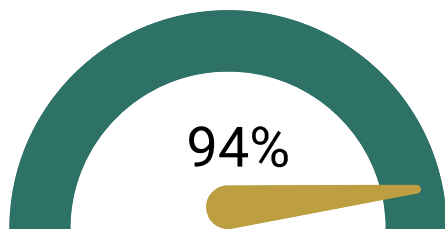
# WE BELIEVE IN PARTNERSHIPS AND TRANSPARENCY



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. Together:

- »»» We create jobs and provide technology career paths
- »»» We generate profits that uplift our Tribal community.
- »»» We are committed to emissions reductions based on Science Based Target initiative (SBTi) ([sciencebasedtargets.org](https://sciencebasedtargets.org))



## What Our Clients Say

There's significant improvement in HD 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 >



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