

Percepta, LLC. Executes Service Agreement with Logi-Serve, LLC.

Assessment and Development Industry Innovator Logi-Serve Announces Execution of a Service Agreement with Percepta, LLC.

FARMINGTON HILLS, MICHIGAN (February 05, 2013):

Logi-Serve, a new leader and innovator in assessment and development technology for global enterprises of all sizes, has executed a service agreement with Percepta, LLC. Under this agreement, Logi-Serve will provide Percepta with its leading edge, sales and service excellence storyboarding screening and development tool.

“We pride ourselves on our service creativity. We strive to ensure that customers that interact with our team have a great customer experience. Logi-Serve offers a new dimension in assessment science that should enable better alignment with our mission to improve customer satisfaction and loyalty. We believe Logi-Serve will be an important asset in driving results for our clients.” commented Kristin Baker.

“The guiding force behind Logi-Serve is to provide a decision support technology that solves key business issues and enhances service excellence and customer interactions for any size sales and service oriented business. Logi-Serve also offers large enterprise customers a truly innovative and strategic assessment and development solution. A host of analysts and industry experts have declared Logi-Serve to be without peer. We are pleased to add Percepta to our growing list of clients” Eric Krohner, President & CEO, Logi-Serve.

About Percepta, LLC.

Percepta is a global, full service customer loyalty company. Percepta works jointly with clients on the development of approaches to enhance customer satisfaction, retail sales, increased revenue, customer retention and cost reduction. This is accomplished by providing a wide selection of services/programs to clients including inbound, outbound, white mail, email, web support, training, human capital services, consulting and technical/back office support. The result is increased customer loyalty to help ensure that your customers stay your customers. Percepta currently serves over 5.9 million contacts annually in 14 countries in over 20 different languages.

About Logi-Serve

Logi-Serve is a pioneer in the field of assessment software for companies dependent on customer engagement. Utilizing proprietary scenario-based storyboarding, Triangulation™ science testing methods and slider-bar response technology, the company provides employers with actionable data that is highly predictive of the performance of prospective and existing employees in service and sales organizations. Its offering can be aligned to metrics in a broad range of customer-facing roles at virtually any level.



“Logi-Serve has developed a truly innovative customer service and customer loyalty assessment and development solution.”

— Kristin R. Baker
Vice President, Global Human Resources



Launched in early 2012, Logi-Serve has been deployed in a growing variety of industries. The company has received best-in-class recognition from Bersin & Associates; a Top 10 Awesome New Technology award, from the National Human Resource Technology Conference; and the 2012 Publisher's Choice Product of the Year Award, from Customer Care News. In the hospitality sector, Logi-Serve has been selected as the exclusive assessment partner for more than 800 Preferred Hotel Group properties.

For more information view the Logi-Serve website at www.logi-serve.com, email sales@logi-serve.com or call 1 (800) 698-0403.

Logi-Serve's national recognition and awards:

