**EPIC Connections Announces Availability of New ROI-Driven Consulting Packages**

***New Offerings to Debut at Call Center Week Event with Rapid Savings Assessments Available to Attendees at Booth # 519***

**CCW, Las Vegas Jun 28, 2016** – EPIC Connections, the world’s leading provider of contact center service optimization, today announced the availability of three new RapidCheck™ services packages designed to deliver powerful ROI to customers. Delivered by veterans of the contact center, with deep experience in operations, process and human capital strategies, the new EPIC packages are:

* **Workforce Optimization RapidCheck™**

Our Workforce Optimization pros will validate your center’s WFO model, identify functional gaps and provide a roadmap for implementing best practices in WFM, Quality and Speech Analytics.

* **Technology Optimization RapidCheck™**

Experts in your vendor ecosystem, EPIC will examine your existing technology stack, make recommendations for immediate rapid value enhancements and build a long-term blueprint for technology success.

* **Operations Optimization RapidCheck™**

Based on deep best practices expertise and translating strategic goals into operational actions, EPIC will identify gaps in your performance management strategy and custom-design enhanced metrics and measurement methods.

Said Bill Pieper, President of EPIC Connections, “Today’s contact centers often spend millions of dollars deploying new technology to revolutionize their service experience. But overlaying new technology on broken processes can lead to systems that are never fully deployed, features that aren’t enabled and new channels that cannot be adopted.” Continued Pieper, ”EPIC helps customers realize the return on investment locked deep within their infrastructure, ensuring that people, process and technology work together seamlessly to deliver a world-class customer experience.”

Visit EPIC at CCW Booth #519 to learn more about these new packages and receive a Rapid Savings Assessment, modeling some of the ROI that EPIC can deliver.

**About EPIC Connections**

Founded in 2003, EPIC Connections, Inc. is a global services company that empowers your organization to get real ROI results from every technology deployment. EPIC's experienced team of contact center professionals optimizes your operations, processes, shapes behaviors, goals and KPIs and ensures you get the maximum benefit from your agents andyour technology.

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