IT Services

NCS Technologies helps large enterprises implement IT projects that support business transformation goals and better serve their customers across today's diverse interaction channels.

We are experts in the diverse technology stacks and large-scale integration demands common to leading brands. Our clients realize increased value from their many operational systems while transforming customer-facing services to compete more effectively in today's marketplace.

DATA MANAGEMENT

Data aggregation

Business intelligence

Dashboards & portals

SYSTEMS INTEGRATION

Service enablement

Project management

Solution architecture

APPLICATION DEVELOPMENT

Web & mobile apps

Full lifecycle management

Custom software design

Business Value

NCS has delivered hundreds of projects over 32 years. We pioneered approaches to touch point enhancement that are now commonplace, and we continue to innovate.
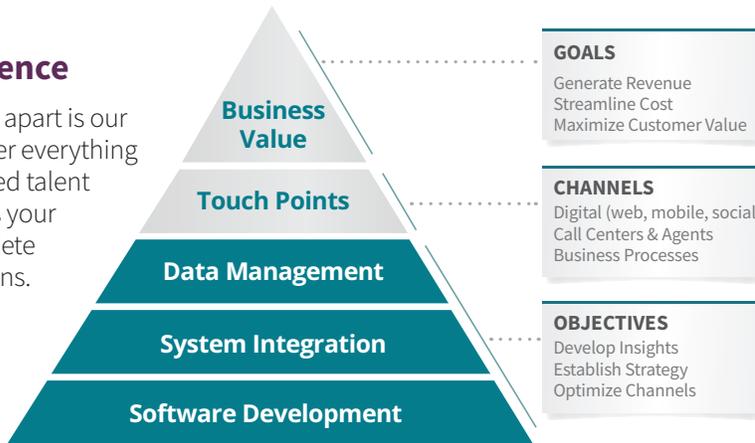
Project Categories

- Data warehousing and business analytics
- Application Development/Integration
- Solution Architecture and Integration Oversight
- Business Process Enablement
- Knowledge Management
- Data Management/Integration

Project Examples

- Online Account Web/Mobile Application
- Call Center Knowledge Management Platform
- Unified Order Entry and Data Integration Platform
- Tax Compliance Business Intelligence Solution
- Operational Results Data Warehouse
- Student Performance Analytics Portal

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Our Difference

What sets NCS apart is our ability to deliver everything from specialized talent that augments your team to complete project solutions.

Business Value
Touch Points
Data Management
System Integration
Software Development

GOALS
Generate Revenue
Streamline Cost
Maximize Customer Value

CHANNELS
Digital (web, mobile, social)
Call Centers & Agents
Business Processes

OBJECTIVES
Develop Insights
Establish Strategy
Optimize Channels

SOLUTION WORKSHOPS

If you have a project that needs a fresh approach, take advantage of NCS' no-cost Solution Workshop.

Our experts provide a structured way for your team to review the project's goals, challenges, and alternative approaches. You get the benefit of expert review and a good feel for how the NCS team operates.

We enable large enterprises to solve their most pressing customer retention issues while realizing extended value from operational data and systems.

We bring extensive data integration, analytics, and system integration skills to the table, filling a critical gap left by suppliers that focus primarily on the buy flow.

As a certified minority-owned business, NCS enables our clients to meet their supplier diversity goals.

Results

NCS enables large carriers with diverse technology stacks to compete effectively in the Age of the Customer. We help them deliver engaging experiences, satisfy modern user preferences, and drive business process excellence. Typical project results include:

- **10% - 20%** improvement in projects targeting **revenue growth**
- **20% - 40%** improvement in projects targeting **expense reduction**

NCS Technologies: Essential Facts

Founded: 1984

Certified Minority-Owned Business

Headquartered in New Jersey

Contact: 732.562.8880

NCS Clients include:

at&t
Your world. Delivered.

Johnson&Johnson

MetLife®

AIG

Pfizer

verizon

pwc

COMCAST

ProSight®
Specialty Insurance

Alcon®

TERADATA®

Bristol-Myers Squibb

ALEXION

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