



VIPdesk Concierge™

Anything, Anytime, Anywhere.



In today's highly-competitive environment, the extra personal attention that your customers have grown to expect from you can be what keeps them loyal to your brand. VIPdesk's flagship product, VIPdesk Concierge, delivers the highest level of personalized concierge service available in the marketplace today; allowing your customers, cardmembers, employees and other VIPs access to their own highly-talented, savvy Concierge via a toll-free number, from a link on your website, or using their wireless device.

Concierge Services:

- Dining recommendations and reservations
- Air, hotel and auto rental reservations
- Purchasing event tickets
- Special occasion gift assistance
- Scheduling household services

Concierge Benefits:

- Attract and retain your best customers
- Extend your brand into the daily lives of your customers
- Deliver unrivaled world-class service
- Provide powerful data capture opportunity
- Differentiate your company from the competition

Concierge Features:

- 24/7 access to worldwide assistance
- National network of local concierge experts
- Fastest response time in the industry
- Client branding for all customer touch points
- Program and marketing strategy support
- Comprehensive reporting and data analytics

About VIPdesk

VIPdesk is the pioneer of premium home-based contact center solutions. We have been offering home-based solutions since 2000 and currently work with global brand leaders in industries including retail, financial services, travel and automotive services. We serve more than 70 blue-chip clients with over 10 million customers and are continually recognized as a progressive industry leader as evidenced through numerous awards, including the Inc. 500, Inc. 5000, NCBEA Business Ethics Award, Stevie Awards for Women in Business and Smart CEO Future 50.

Some of Our Clients



STARWOOD



JPMorganChase

INTERVAL
INTERNATIONAL

BLUEFLY

Eddie Bauer



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