



Company Overview



One-to-One Service.com has been providing customer interaction solutions since 1997. As a veteran in our industry, we understand the unique needs that come with supporting customers across multiple communication channels. Our iService® customer interaction solution routes and manages customer email inquiries, provides a powerful self-help web site, and captures a complete history of every customer interaction.



A Focus On Usability And Support

Our award winning iService customer interaction solution is designed with users in mind. From its simple skills-based routing approach to the intuitive interface for composing responses, we've designed iService based on years of operating customer interaction solutions and contact centers.

We also believe that listening to our customers and providing the highest level of support is the key to our success. We do not require any long-term commitments for our OnDemand service because we know how to retain our customers with excellent service and quality solutions.



Quick Facts About One-to-One Service

- ◆ Founded in 1997
- ◆ Provides easy to use system for managing customer interactions (self-help, email, help desk, telephone)
- ◆ Privately held company with over six years of profitability
- ◆ Located in Champaign, IL near the University of Illinois at Urbana-Champaign campus
- ◆ Serving clients in a variety of industries including financial services, online services, manufacturing and consumer products

What Our Customers Are Saying ...

"I would recommend iService to any organization looking for a reliable, cost effective, yet feature-rich email response solution."

Roy Evans, VP and Co-Founder
National League of Poker

"I have to tell you guys ... thank you from the bottom of my heart. Without your help I would have been unable to get our email management system launched."

Daisel Brown, Hancock Bank

"We believe iService® can play a significant role in helping communications companies provide the highest levels of customer care in an increasingly competitive environment while leveraging the communication channel that is most expedient to the customer."

Jeff Wingo, President
ICG

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