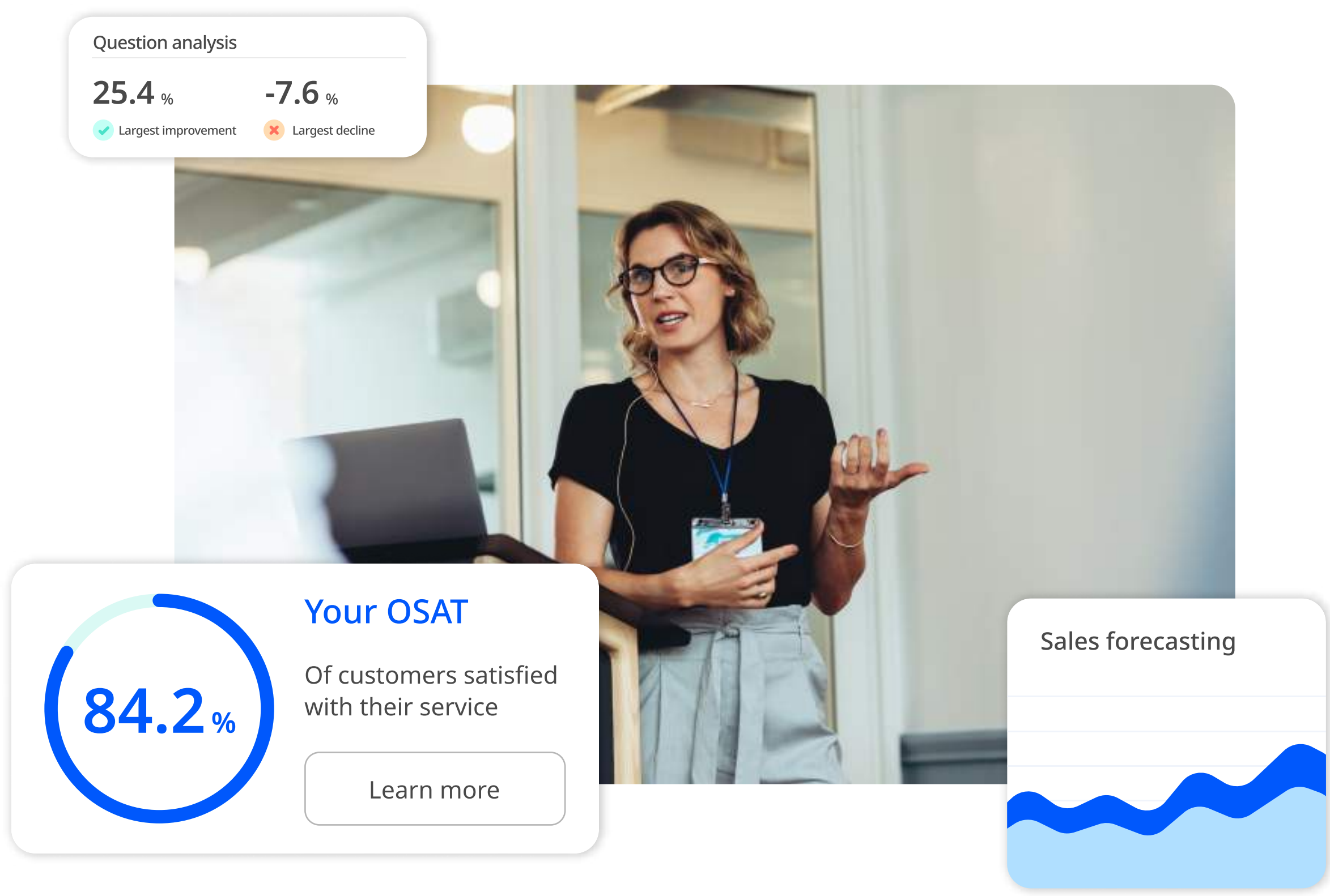


Who is ISC-CX?

We are a full-service digital CX agency and leading global provider, specialising in designing, executing, and analysing customer experience programmes — all under one roof


Founded in 1996

Privately owned company




What can ISC-CX do for your company?

1




We improve your customers' experience

2




We strengthen your customers' brand loyalty

3




Our programme insights drive business growth and enable informed, strategic decisions

How can ISC-CX help your business?




Mystery Shopping

- Evaluates customer interactions across touchpoints
- Provides detailed insights into customer experiences



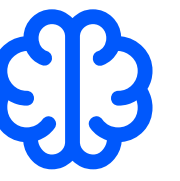
Voice of Customer

- Captures real-time customer feedback
- Helps brands understand and meet customer expectations




Audits

- Ensures compliance with brand standards
- Conducts thorough assessments for operational efficiency




Close the Loop, AI Powered

- Identifies and addresses operational gaps
- Ensures continuous improvement with AI-driven tools




Crowdsourcing

- Utilises crowdsourcing for large-scale data collection
- Provides ground-level insights from global locations




Employee Satisfaction

- Measures employee satisfaction and engagement
- Identifies and mitigates internal issues



Field Work Services


- Conducts large-scale research for clients
- Offers white-label services for research and consulting companies



Analytics & Consulting


- Runs detailed reports and analysis on CX data
- Offers proven and field-tested best practices

Why is ISC-CX the right partner for your project?




Advanced Technology

- ISC-CX Integrates AI and advanced analytics with real-time issue resolution
- We ensure reliable, high-quality data analysis for operational improvements with reduced manual effort.



Global Reach

- We operate large-scale, multilingual, and omnichannel programmes in over 140 countries
- Network of over 1.2 million mystery shoppers and auditors
- Services in over 50 languages, adaptable to diverse global client needs



Industry and client experience




- ISC-CX combines several CX programmes for a holistic view and knows exactly which data is crucial for its clients
- With over two decades of CX data and benchmarks, ISC-CX provides deep, comparative insights that are difficult for newer companies to match.

Are you ready to get started?

Reach out today, and we'll discuss how to elevate your customer experience — together.

Contact us ↗

More about us

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