



Contact: Shannon Gronemeyer  
Phone: (612) 386-2668  
Email: ShannonG@Service800.com

## **Customer Centered Strategies (CCS) joins S800 (Service 800)**

**MINNEAPOLIS, Minnesota, January 1, 2020** – Beyond Commerce (OTC Pink: [BYOC](#)) announced the completion of its acquisition of Customer Centered Strategies ([CCS](#)) on December 31, 2019. As part of this agreement, CCS consulting services will be merged into the [S800](#) (Service 800) customer feedback services portfolio, and Shannon Gronemeyer will join S800 as Vice President of Operations and Technology.

“The acquisition of CCS will enhance the value of S800’s unique, cost effective, and powerful customer feedback collection capabilities. The addition of CCS professional services will help businesses drive ROI from the feedback they have collected,” said Geordan Pursglove, CEO of S800 and BYOC. “This combination will allow us to help organizations select the right customer feedback collection approach, maximize the value of insights gathered, and realize the business benefits of applying customer insights to how they run their business.”

Shannon Gronemeyer, S800 VP of Operations and Technology, agrees, “We are excited about the opportunity to leverage the power of S800 Voice of Customer (VoC) data collection, analytics, and reporting capabilities to guide customer experience and business process improvements that produce real business results.”

### **About Service S800 (Service 800)**

For more than 30 years, S800 has been designing customer feedback programs and providing resources that measure Customer Experience. The S800 methodology delivers the accurate metrics global organizations use to build and measure effective customer journeys. S800 designs and launches customer feedback programs using phone interviews, email/web surveys, IVR, Social Media insights or combinations thereof. These processes allow us SERVICE 800 to collect feedback within minutes of events while customer experiences are fresh in mind; alert the right managers of urgent situations; and stream data, audio recordings, results and analysis in near real time. Building best in class customer feedback system for mid-size and large global organizations in 30+ languages every day is what sets SERVICE 800 apart. To learn more, visit <https://www.service800.com/>.



### **About Customer Centered Strategies, LLC (CCS)**

CCS is focused on helping companies grow their businesses and create sustainable competitive differentiation through the quality of the customer experience they provide. Our "customer first" approach uses customer feedback collection to pinpoint what customers value most in order to quickly drive the most impactful process improvements and operational changes. The CCS process optimization toolset streamlines cross-functional processes and rapidly knocks down the barriers that can get in the way of customer experience improvements, business growth and overall financial performance. Through this approach, our clients can generate real business results and ROI from the customer feedback they collect. More information on CCS can be found at [www.CCSdelivered.com](http://www.CCSdelivered.com).

### **About Beyond Commerce (BYOC)**

Beyond Commerce, Inc. (OTC Pink: [BYOC](http://www.beyondcommerceinc.com)) is focused on business combinations of "big data" companies in global B2B internet marketing analytics, technologies and services. The Company's objective is to develop and deploy disruptive strategic software technology that will build on organic growth potential and to exploit cross-selling opportunities. Beyond Commerce plans to offer a cohesive global digital product and services platform to provide clients with a single point of contact for their big data, marketing and related sales initiatives. For additional information, please visit: <https://beyondcommerceinc.com>