

Customer Experience

As customer expectations continue to evolve, new customer experience challenges are likely to arise. We are finding that customer expectations have radically and permanently shifted. Today's customers demand digital-first conveniences and are looking to location-based businesses to innovate like never before.

One fundamental challenge with customer experience is the fact that responsibilities for the end-to-end customer journey lie with many different teams, including marketing, customer service, and local store operators. Aligning teams that work to deliver a seamless, hybrid customer experience ranks as the second most common challenge.

Most companies are still struggling to create a consistent experience across all channels. At first glance, it seems that companies cannot keep up with these new and highly fluid consumer preferences. However, these stats also reveal an opportunity for brands that fully commit to omnichannel excellence – especially if that includes in-person interactions too. So rather than see these new challenges as a problem, look for the opportunity to improve your customer experience through innovation.

Don't let limited data sets or siloed thinking stop you from delivering best-in-class CX at every step.



Our Offering

Discover new opportunities, improve customer interaction with your company, and reshape your strategy to create a compelling experience and build lasting relationships with your customers.

We help your company connect and engage with customers beyond your product offering. We want your customers to form an emotional connection with your product and company. Customer Experience (CX) is here to motivate and delight.

At Rebelia, we have expertise in UX/UI, qualitative user research, and talent to help you create highly compelling user experiences customers will love. Customer journey and user research will become the core of your product development. Our goal is to help you create great CX, which means simple, effective, frictionless, and enjoyable interactions with your customers wherever they are in their journey.

Why Rebelia?

22 years

of creating value and helping companies evolve in their structures and delivery practices.

What governs us: Our values and principles guide our operating procedures, our activities, and our decisions. We adhere to human-centered Agile values and principles to explore and rapidly launch prototypes, perform tests, and validate in continuity the best ideas and practices in the field.

Our philosophy is reflected in our ambitions and our daily commitments.

As part of Rebelia, our mission is to help organizations become places where results, life balance, and fulfillment coexist in a sustainable way by being first and foremost an example of what we offer to our clients.

Our team consists of passionate and extraordinary people who each contribute to making Rebelia a great family where everyone finds space to flourish and create.

We have an international team whose **experience** in different industries allows us to deeply understand the challenges that **organizations** face.



95%

Customer satisfaction index



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Continents global presence



+22 years

of Pyxis partnerships



+4

Languages Spanish, English, French, Italian