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## **Kenway Consulting Announces New Partnership with Verint to Deliver Contact Center Customer Engagement Solutions**

**CHICAGO, Wednesday, June 21, 2023** – [Kenway Consulting](#) today announced its partnership with [Verint®](#) (Nasdaq: VRNT), The Customer Engagement Company®. Verint is an industry leader in customer engagement software and solutions that help organizations draw on the latest advancements in AI, analytics, and automation to elevate customer experience.

Kenway will use the [Verint Open CCaaS Platform™](#) to help brands shift focus to customer experience (CX) automation and swiftly take advantage of artificial intelligence (AI) including generative AI to enable bots to augment the human workforce like never before. Because the Verint CCaaS Platform is open, organizations have the freedom to choose the right technology path for their contact centers now as well as flexibility in the future. This next-generation open CCaaS platform delivers CX automation while lowering operating costs and ultimately enables brands to achieve best-in-class contact center operations.

“Kenway is committed to solving business challenges by offering customized solutions that deliver results,” said Matt Kueker, CEO, Kenway Consulting. “We look forward to working with Verint to help our clients create differentiated experiences for their customers that improve engagement and drive digital transformation.”

*To learn more about how Kenway can help, contact [info@kenwayconsulting.com](mailto:info@kenwayconsulting.com).*

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### **About Kenway Consulting**

[Kenway Consulting](#) is a management and technology consulting firm whose entire reason for existence is to help companies and its employees. Founded in 2004 on the principles of being good and being truthful, Kenway's set of [Guiding Principles](#) steers each employee's decision-making process and centers on integrity, quality, value and respect. The company focuses on the means and not the outcomes, always in line with these Guiding Principles, and always with integrity as its cornerstone. Kenway strives to provide all clients with unmatched quality and service, and specializes in the areas of Technology Solution Delivery, Enterprise Program Leadership, and Information Insight.