



TruIem Presents to Global BPO leaders at CxOutsourcers Event in Las Vegas

Scott Kimmelman, TruIem President and COO, presents TruExperience to Global BPO industry leaders at CxOutsourcers 2022 Event in Las Vegas, NV.

NAPLES, Fla. – September 15th, 2022-- TruIem™, a Digital Experience Monitoring leader, announced that TruIem was a Gold Sponsor for the CxO Las Vegas 2022 Event (<https://cxoutsourcers.com>) held September 14-15, 2022.

Scott Kimmelman, TruIem President and COO, also presented on the topic of ***Advocacy for the workforce through gaining a greater understanding of each worker's unique IT experience***. The challenges facing the BPO industry specific to acquisition, training, productivity, and retention of qualified workers has been exacerbated by the rapid transition to a hybrid work model.

This work model finds BPOs having to address how best to support the needs of hybrid workers in a variety of areas where there is no physical proximity to managers, peers, and support resources. The *great resignation, quiet quitting*, privacy, and security concerns as well as the understanding that each worker's home or remote workspace falls outside of the traditional management domain of BPOs requires a new and innovative approach.

About TRUIEM™

TruIem (<https://truIem.com>) is a Digital Experience Monitoring company providing customers with visibility into the critical services supporting hybrid workplaces and affecting their workers' experience and the end users they interface with. The TruExperience™ platform focuses on determining the performance and availability of various applications including voice, video, data, and critical services to determine the quality of those interactions. TruIem's customers can anticipate and view real-time digital experiences and gauge their resources' effectiveness. As a result, the company's enterprise and governmental clients can then take corrective action to mitigate substandard conditions and optimize their business outcomes in line with expectations and priorities.

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