Our intensity.
Your agility.

THE DYNAMIC NXT NORMAL

UniServe™ NXT

RAPID ENTERPRISE APPLICATION PRODUCTION PLATFORM

In10s

UniServe™ NXT

Improve your existing landscapes
Enhance your business agility
Achieve leadership position

We transform legacy

We digitalize customer lifecycle

Ubiquitous & easily evolvable

Leverage business ecosystems in today's dynamic digital world

UniServe™ NXT the digital customer experience offers Digital Customer Management Solutions :

Our Core Services Create, Manage, Scale, Evolve rapidly & dynamically

UniServe™ NXT

SOLUTIONS

- Customer Onboarding
- CCM
- Customer Engagement Hub
- Financial Reconciliation
- Customer Identity Management
- B2B Customer Experience
- Modernize Order Management
- Omni-channel Customer

TECHNOLOGIES

- API Layer
- UX & Presentation layer
- Data Virtualization
- BPM
- Security Services
- Bots
- Specialized Engines
- Microservices

UniServe™ NXT Technology

Catalyzes a chain reaction of success
Creates markets of enormous scale and efficiency
Enhances sustained change continuum

Gain competitive edge
Ensure seamless experience to all the stakeholders

Our Technology Capabilities

Application Development
No coding, Rapid Application Development

Cloud
Faster transformation without replacing existing IT systems

APIs - API Layer Collaboration

Eases connection of Collaborative Business Models to IT Systems and other connected devices.

AI and Bots - RPA & Artificial Intelligence

The platform ensures faster results and accurate decisions all through the journey of production, resulting in 10x faster delivery by empowering use of AI and Bots.

With Focus on improved customer experience

We create an end-to-end customer experience & Customer-Centric Culture for you

- Our best inventions are from a rich ecosystem of technology and knowledge that catalyse transformation
- Our cutting edge technological solutions have evolved from more than two decades of domain knowledge
- Our unique value proposition is rapid deployment
- Our solutions seamlessly integrate into the existing infrastructure without 'rip and replace' of legacy systems

Customer Focused Global Presence

Our customers are Leading World-Class Service Providers in - Telecom, Banking, Financial Services, Insurance and other domains.

We have our presence in **45+ Countries across 4 Continents**

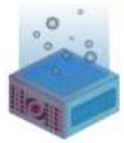
We send more than **200 Million notifications** every day

We hold **70 % market share** in Telecom Domain in South Asia

Fortune **500 Customers** use our solutions globally

2.5 Million Customers Onboard daily

5 Million Customer Communications are sent every month using our solutions



Our Product Portfolio

Solutions built on our platform

Customer Onboarding

- Enables 50% faster and 100% complete customer on boarding.
- Mobile app-based end to-end automation ensures 40% reduction in customer acquisition costs.
- Mobile point of sale empowers all stakeholders in the value chain and enables remote on boarding.

Customer Communications Management

- Enables digitalization of multi-channel customer engagement and experience.
- Reduces customer communication costs.
- Improves DSO and lowers customer support expense.

Customer Identity Management

- Accurately establishes an identity of your customer across multiple subscriptions.
- Creates unique ID and family ID across lines of businesses to establish customer loyalty.

B2B Customer Experience Management

- Differentiates your services and save millions.
- Reduces customer service costs and enhance faster revenue realization.

Customer Engagement Hub

- Connects to multiple sources to streamline silos and delivers consistent personalized and contextual outputs through multiple output channels at every stage of customer journey.

Financial Reconciliation

- Automates pre-bill auditing of your bills.
- Ensures 100% accuracy of bills to your customers.
- Save times, money and resources.

Omni-Channel Customer Experience

- Provides a 360-degree view of customer interactions across various digital channels with consistent customer experiences.
- Delivers real time Omni-Channel Experience.

Modernize Order Management

- Orchestration layer integrates multiple product catalogues and order management systems together, enabling providers to create and launch customized bundle offerings through multiple channels.

Set yourself apart from your competitors

Wait for that NXT big innovation, connection and experience

Build business agility and transform your customer experience

Large enterprises reaped huge benefits from our solutions

- We assure quick adaptability, swift response and coming together of vast communities of customers, partners and developers
- We drive continuous transformation and empower your businesses with swift digital agility
- We spike your levels of business performance and customer delight
- We are a launch pad for many businesses that create sustainable outcomes of enhanced CX, reduced operations costs and improved revenues

Our Enterprise Marquee Clientele seeking high-value Digital Capabilities include :

- Airtel
- Jio
- Vodafone
- BSNL
- C-Spire
- Inmarsat
- Alestra
- Etisalat
- 9 Mobile
- Spectranet
- SBI
- SBI cards
- HDFC Bank
- IDFC First Bank
- AFS
- Edelweiss Tokio Life
- HDFC Life
- ICICI Prudential
- Hero Housing Finance
- Canara HSBC OBC Life
- Bharati AXA Life
- Bharati AXA General
- Tata AIG
- Jio Payment Bank
- IT Department of India
- Hero Fin Corp
- Wataniya Telecom
- TFL, Orange
- Mashreq
- Housing Finance Bank
- Birla Sun Life
- Tata Teleservices
- Yes Bank
- Adani Group
- Max Life Insurance

& many more...

Our Partners

The Journey of Co-creation

Partnering with the Best in Class

To predict and automate tasks

We have collaborated closely, for decades, with the top large blue chip companies to:

- Ensure future-proof, operationally agile, and data-rich systems
- Take our solutions to global markets, explore new verticals and enhance our value proposition

System Integrators

IBM, HCL, Infosys, Tata Consultancy Services, Wipro, Atos Origin, Tech Mahindra, Indra

Business Partners

Datamation Group, Knot Solutions, Trendcom, Unity Infotech, Digalance

Billing Vendors

Ushacomm, Comverse, Redknee, Netcracker

Hardware Partners

Intel, HP, IBM, Oracle

Print Channel Partners

Kodak, Xerox, Canon

Cloud Partners

Amazon Web Services, Azure, Oracle, Alibaba Cloud, IBM

We stay Ahead of time

Our best innovations accelerate your transformation

Our Products are a result of continuous harnessing of creativity

Our rich ecosystem of technology products have evolved & emerged from more than two decades of domain knowledge

Our Awards

Intense Technologies has been positioned as Business Automation Leader & as Comprehensive in Customer Communications and Omni-channel Orchestration in Aspire Leaderboard, 2021

Named in Gartner Market Guide as one of Representative Vendors of the Customer Communications Management Market Gartner 2021 & 2019.

Recognized as Niche Player in Customer Communications Management Magic Quadrant-Gartner 2019

iCMG Architecture Award of Excellence for emerging technologies in technical category under “Future of IT”

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