

Our intensity.
Your agility.

**DIGITAL
CUSTOMER
ENGAGEMENT**
The right strategy
for digital
transformation

Today, CIO's are considering investments in technology that will affect their ability to communicate with customers for years to come. They will continue to prioritize customer experience as one of several key strategic objectives for 2020 and beyond. In addition to customer experience, digital transformation initiatives will remain high on the priority list since it is a key link that binds together both CCM and customer experience management (CXM)

When shifting communications to digital and interactive formats, emerging technology such as big data analytics, machine learning, and chat bots can be leveraged to turn communication end-points into mid-points that drive further interaction. This will help businesses reduce cost and improve the effectiveness of communications, as well as to create an easier and more relevant communication experience for the recipient.

Communications will utilize artificial intelligence and data analytics tools to predict customer needs and their next action. Intelligent use of data will be key for companies to demonstrate that they know their customers, understand their needs and are willing to provide the best experience possible - no matter the channel the customer prefers.

Why choose us ?

The technology choices you make today should be considered in the light of the future of communication from many perspectives. From a technology perspective, Intense's digital customer engagement solution will unburden enterprises with legacy systems and help to optimize their customer communications platform. Unless such changes are made, enterprises may fall behind their competitors.



Today, CIO's face the difficult challenge of bringing new technologies and processes to the business, whilst simultaneously maintaining their security and governance posture effectively.

Our CCM solution will utilize artificial intelligence (AI) and data analytics tools to predict customer needs and their next action. Intelligent use of data will be key for companies to demonstrate that they know their customers, understand their needs and are willing to provide the best experience possible - no matter the channel the customer prefers.

Digital customer engagement with Uniserve™ NXT

- Configurable API engine and business rules manager enable faster TAT on change management and easily connects to disparate systems.
- The solution replaced applications for bill formatting and template management thereby reducing duplicate bill generation and reduced maintenance costs.
- Solution can manage the volume of customer communications sent through a variety of channels and to support all of the interactions the enterprise has with its customers.
- The Self-care portal dynamically creates documents as per the customer's request, and also lets them raise queries online.
- Delivery reports and analytics are available to track every communication sent to a customer and helps monitor performance.
- It enables access to legacy systems to create a 360 degree view and also enables reconciliation of data.
- Modernize existing legacy infrastructure instantly – there is no need for long, drawn-out transformation projects. a single, unified view of customers across all lines of business. Single view helps marketing in establishing customer identity and launching personalized offers. You can deliver consistent experience throughout customer lifecycle and reduce customer support costs and compliance costs.





With Uniserve™ NXT Boost business, reduce costs and improve efficiencies

- Faster and effective customer service without TAT issues
- Automated delivery of statements through multiple channels.
- Huge reduction in storage and maintenance costs since multiple storage devices were removed.
- Data integrity was ensured due to elimination of multiple applications.
- Template management provided cost-effective change management with fast turnaround times.
- Automation of sorting and distribution process reduces dependency on manpower

With UniServe™ NXT, CIO's can ensure true personalization and empowerment of the customer, reduce operations costs and dependency on manpower.

For more information in understanding how our solution helps deliver business value for your enterprise, reach out to us at info@in10stech.com (or) marketing@in10stech.com

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To know more about our solutions, visit www.in10stech.com, call +91 40 44558585 / 27849019 / 27844551 or e-mail info@in10stech.com