

Our intensity.
Your agility.

In10s 



CLOUD HOSTED SOLUTIONS



**Take your Digital Customer
Engagement to the next level**

And, move your customer communications from cost centre to revenue centre

The Challenges of the Digital World

In the digital era, customers increasingly expect real-time communications delivered via their preferred channels. Legacy communication systems with limited personalization capabilities present barriers; they are not built to meet today's ever-changing customer requirements and regulatory guidelines.

Highly regulated environment, and extensive communication requirements—starting from welcome packages to product promotions and account changes, much of this communication is highly predictable, but some of it is not—such as event-triggered alerts. This only illustrates the importance of business agility like never before.



Some of the Challenges in Sending Customer Communications

- Consolidation- Federation of information
- High infrastructure costs- Multiple systems for multi-channel delivery
- Compliance- Adherence to regulatory authorities
- Consistency- Inconsistencies across channels
- Faster change management- Manual intervention delays change management
- Costs- Such as distribution costs and customer service costs

Switch to the cloud for better cost optimization & performance

Simplifying Communications, Reducing Overheads and Complexities

Intense Technologies' cloud-hosted CCM solution, UniServe 360 helps you stay on top of the game by reducing data complexities, overhead expenses, and cost of change while efficiently operating at scale keeping pace with business needs and regulatory changes.

A one-stop interactive customer communication management solution on cloud

Now, move to a fully managed, cloud-hosted Customer Communications Management (CCM) solution and achieve a secured, customer-centric, fully compliant, cost-saving approach to improve customer experience.



Connect

Connects to your existing legacy, new-age systems, and databases and generates an input stream



Design

Helps you design interactive vernacular and personalized communications



Track

Tracks the delivered communications



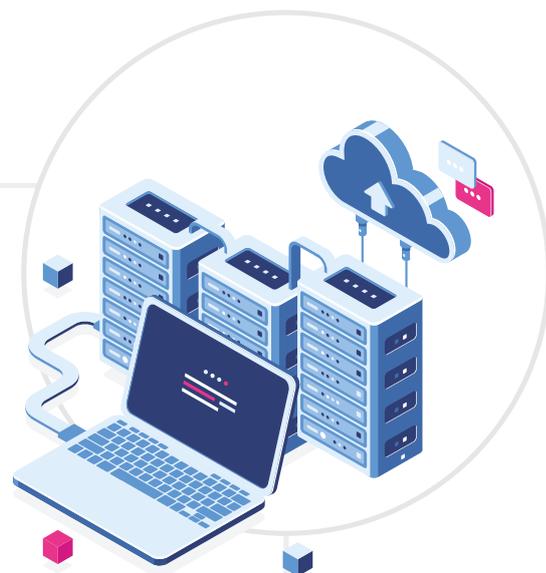
Distribute

Send consistent and clear communications through multiple channels

Redefine your customer communications with UniServe 360-a CCM offering on cloud

Key Features

- A single solution for all communication types
- Seamless integration using open standards
- Data-driven, automated approach
- Direct cost-to-output ratio
- Rapid integration of new services
- Scalable to meet workload spikes
- Seamless implementation
- Supports continuous modernization



Improve Customer Communications with Cloud-Based Service

- Fully-managed- Intense manages your data which is processed, formatted into a communication output, and hosted securely in the cloud.
- Skilled resources- Our team is highly skilled in turning data into personalized, targeted, and compliant communications.
- Cloud hosting- Secure remote access provides a CCM solution without costly licenses or in-house specialists.

Benefits of CCM on cloud

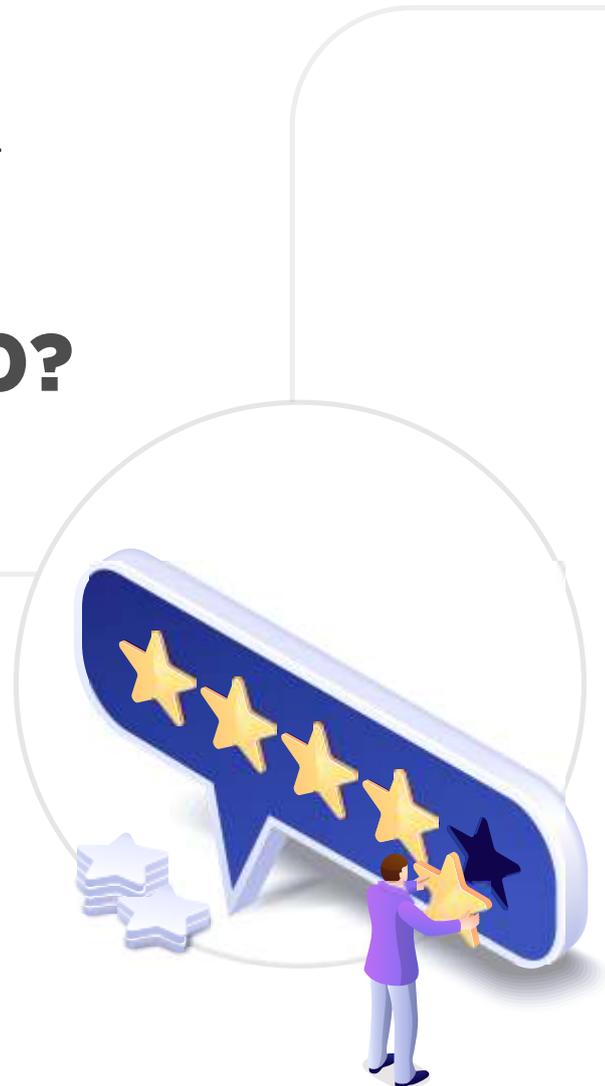
- Improved revenues from Upsell and Cross-sell opportunities with personalized communication.
- Improved time to market.
- Enhanced customer engagement & seamless cross channel experience.
- Reduced costs -Zero infrastructure costs.
- Automated processes that reduce number of personnel.
- Lower complaints & reduced inbound call volumes.
- Simplified Compliance.

Why UniServe 360?

We're Trusted by Clients & Recommended by Experts

Ranked No.2 globally by customers amongst **CCM vendors** featured in the **Gartner Peer Insights**, 2021, 94% of customers have rated the service we deliver as "excellent" with outstanding product functionalities. In the post-covid era, as the world moves swiftly towards digital, our **digital customer engagement solutions** have been recognized year after year, as in the '2021 **Gartner Market Guide for CCM**' and as '**Leader**' in the 2021 CCM Aspire Leader board's Business Automation grid.

Recognized by leading analysts year after year for outstanding product capabilities, UniServe 360 is our award-winning CCM solution.



Tried, tested and trusted by Fortune 500 companies across 4 continents, our digital customer engagement solutions are designed to uniquely meet our client's opportunities. We've moved up the value chain with innovation accelerators such as AI, ML.

Sit back, and relax with UniServe 360, a next-generation cloud-hosted CCM solution, and unlock Innovation & Business Value. To know more, call us today and speak to our experts.



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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