

Our intensity.  
Your agility.

# UniServe™ NXT - Platform based agile case management solution for enhanced customer experience

In10s<sup>7</sup>

UniServe™  
**NXT**

[www.in10stech.com](http://www.in10stech.com)

# Business Challenges

Today it is critical for every enterprise to develop long-term relationships with their customers to improve customer loyalty. Customers judge their experience by the accuracy of the information, consistency and personalization of communications as well as the speed and efficiency with which the interactions are processed.

Uniserve™ NXT platform based agile case management solution helps enterprises digitalize and automate their processes, bridge organizational silos to connect, and communicate more meaningfully with their customers.

Case management software is an 8\$ billion untapped opportunity

– Gartner

## Why Case Management for Customer Service?



# UniServe™ NXT Platform - Based Automated Case Management Solution

UniServe™ NXT offers out-of-the-box, configurable customer service automation case management solution which empowers enterprises to digitalize and automate customer service related business processes to optimally enhance customer experience.

## Key Functionalities



**Model-driven Development** - A model-driven/high-productivity development tool to make the design and architecture of case management solutions easier



**Data Management Capabilities** - Comprehensive data management capabilities including API layer and data virtualization



**Event-driven Process and Analytics** - Workflow, rule engines, context metadata, event processing and analytics



**Powerful Integration Ability** - Seamlessly connects to legacy, other enterprise systems and external applications like national databases to ensure seamless automation



**Visual Models for Easy Change Management** - Visual models to define and make changes to the workflow, related activities, rules, view reports/ dashboards and the data structures



**Centralized Alerts And Notifications Engine** - Centralized alerts and notifications engine that binds stakeholders and helps meet SLAs



**Robust Framework**- Robustness to improve caseworker effectiveness, compliance, facilitates collaboration



**Reports And Analytics** - Reports and analytics to enable case managers to monitor and manage progress



**Sophisticated Coordination** - Better coordinates information flows and provides transparency into case progress

# Value Proposition

With UniServe™ NXT platform based case management solution you can unify customer interfacing business processes, gain decision-making transparency, adhere to regulatory compliance, and contextualize customer communications to take your customer experience to the next level.



# For More Details



**Intense Technologies Limited**



[www.in10stech.com](http://www.in10stech.com)

## CORPORATE HEADQUARTERS

### INDIA

A1, Vikrampuri  
Secunderabad - 500 009, Telangana, INDIA  
Tel: +91-40-44558585/27849019/27844551  
Fax: +91-40-27819040  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## EUROPE

### UNITED KINGDOM

200 Brook Drive, Green Park,  
Reading UK, RG2 6UB  
Tel: +44 7920 830 702, +41 79 454 56 62  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## AMERICAS

### UNITED STATES OF AMERICA

10481 NW 36 Street,  
Miami FL 33178  
Tel: +1 781 518 8534, +1 781 539 9044  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## ASIA PACIFIC

### SINGAPORE

10 Anson Road  
#24-09 International Plaza  
Singapore 079903  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## MIDDLE EAST AND AFRICA

### UNITED ARAB EMIRATES

P.O.Box 53142,  
Hamriyah Free Zone, Sharjah  
Tel: +971-56-6499568  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

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