The New Era of Digital Communication

Deliver an AI based automated & personalized customer experience by Local Councils

Only 3% **Of local councils have fully** transformed their CX and IC technology. Rest are yet to start or in the strategy phase.

BEING ACCESSIBLE	EASE & CONVINIENCE	SELF SERVICE	SOCIAL MEDIA
73%	**88%**	**68%**	**51%**
Residents expect 24/7 access to all council services on any device	Residents feel that local councils to have the ability to easily report issues online or with a smartphone	Residents want self-service technology to be their main communication channel while interacting with local councils	Residents think there is no social media engagement with community from local councils or not aware of its existence

"In a world of rapid digital disruption, it is inevitable that technology is changing the way that people and governments interact"

– Carol Mills, Director, Institute for Public Policy and Governance, University Technology Sydney

Our offering for Local Council

We work with clients around the world to help them use communications to differentiate their customer experience in today's expanding, competitive marketplace.

Let us serve you with:

- **CX/EX IMPROVEMENT**: Map customer journey and identify areas for improvement of CX and EX. Reviewing the business processes and technology landscape to identify opportunities to better use functionality and leverage investment. Driving improved technology adoption through integration of technology with business process

- **SELF-CARE SOLUTION**: Tailor made call flow design mapped with your customer life cycle journey. Fully scalable integrated solution with CRM third party application. Enhance user experience by making IVR a visual self-service application through mobile navigation

- **PROACTIVE OUTREACH**: Intuitive, Predictive, Preview and Automated outbound solution. 360° campaign management mapped with customer life cycle journey. Customize outreach program through cognitive analytics and customer profiling

- **OMNI CHANNEL**: Integrated non voice communication suite to seamlessly manage all digital channels i.e Email, Human chat, SMS and Social media through an integrated single view

- **CHAT BOT**: Automate chat communication from website, app or social media visitors through conversational and interactive flow using NLP and AI without any human intervention

- **INTELLIGENT AUTOMATION**: Build cognitive intelligence capability into system design and solution through Robotic Process Automation (RPA). Replace repetitive tasks performed by humans, with a virtual digital workforce

- **REMOTE WORKING SOLUTION**: Provide a simple to use collaboration client which can be installed on laptops and/or mobiles to give employees the flexibility to have the tools they need to work from anywhere

OUR PARTNERS

AVAYA   ORACLE   NICE   AUTOMATION ANYWHERE

What We Offer

CONSULTING
Strategy and a Roadmap, including Tool Selection, Productivity Metrics and ROI Models.

PROJECT DELIVERY
Project management, Deployment and Training of Digital solutions, establish governance, address IT and security concerns.

MANAGED SERVICES
Manage and monitor, optimize and enhance to ensure adherence to SLAs.

ABOUT US

We are committed to delivering outcomes for our clients in the areas of Collaboration, Customer Experience and Automation through our offerings in Consulting, Project Delivery and Managed Services. With a footprint spanning 7 countries and investments into Innovation Labs & Software development Centers we are just the right size that allows us to be agile and yet have a matured process on the back end.

Focused at helping our customers in navigating the Digital Transformation journey, we promises to transform customer experience, empower employees, enhance business process efficiency and accelerate revenue generation by delivering a unified and digitized CX/EX solution that is affordable, sustainable and meaningful.

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