

Customer Experience Management

Revolutionise the way you engage your citizens

An intelligent, automated and flexible platform that enables you to interact with each and every one of your citizens personally, timely and effectively

Digital communication methods transformed the way organisations interact with citizens. However, poor management and processes have made engagement fragmented and impersonal, resulting in a negative experience for citizens and a poor result for organisations.

Our Customer Experience Management (CXM) omni-channel platform enables organisations to converge data, with automation and communications to provide a personal experience for every citizen.

Whether you're looking to improve foster care recruitment or council tax collection, our CXM solution can be tailored and scaled to match your needs enabling you to engage with your citizens personally, timely and effectively.

Overview

Our CXM platform is a holistic management experience platform built on Microsoft Dynamics 365. The platform incorporates best of breed AI, automation and personalisation technology to deliver intuitive, intelligent, flexible solutions to improve engagement and citizen outcomes.

Begin your engagement revolution.

Key features

Public sector expertise

Leverages over 10 years of public sector and local government experience to deploy solutions tailored specifically for councils and other public sector organisations

Outcome based

Focused on customer experiences and outcomes to provide streamlined citizen centric processes while reducing costs to deliver real sustainable business benefits

Flexible

Based on Microsoft Dynamics 365 to provide a flexible, extensible and intelligent digital engagement platform that will easily adapt and grow as organisations and customer needs change