



imimobile is now  
part of Webex



Our increasingly digital, always-on world is transforming the way companies connect to customers on a daily basis. So now, more than ever, customer experience is the key competitive advantage. But it's practically impossible for large consumer enterprises to adapt their systems to meet the rapidly changing demands of tomorrow's customer today.

At **imimobile**, we are revolutionizing CX by creating a world where enterprises can stay constantly connected to their customers. A world where every interaction is faster and smarter than ever before. Where every innovation reduces operating costs. Where every touchpoint, on every channel, is an opportunity to deliver rich, engaging, intuitive experiences.

A world where **every interaction matters**.

## Creating the world's best customer experiences

We **orchestrate** and integrate interactions with enterprise systems on an easy-to-use cloud communications platform.

We **automate** interactions to improve experiences, save time, and reduce costs.

We **monitor** the heartbeat of consumer interactions to ensure seamless engagement.

We **deliver** across any system, any channel, every time; connecting you with customers over 10+ channels including Voice, SMS, email, WhatsApp Business, RCS, Apple Business Chat, and Messenger.

Smarter interactions.  
Richer experiences.

## Benefits for every area of the business

### Marketing



- Personalize interactions to maximize engagement.
- Deliver the right messaging, at the right moment to drive action.
- Streamline the campaign process and scale marketing efforts.

### Customer service



- Offer agent support on any channel.
- Orchestrate proactive communications to lower call volume.
- Enable customer self-service and reduce costs.

### Operations



- Create efficiency with intelligent automation.
- Improve service management.
- Manage field force operations more effectively.

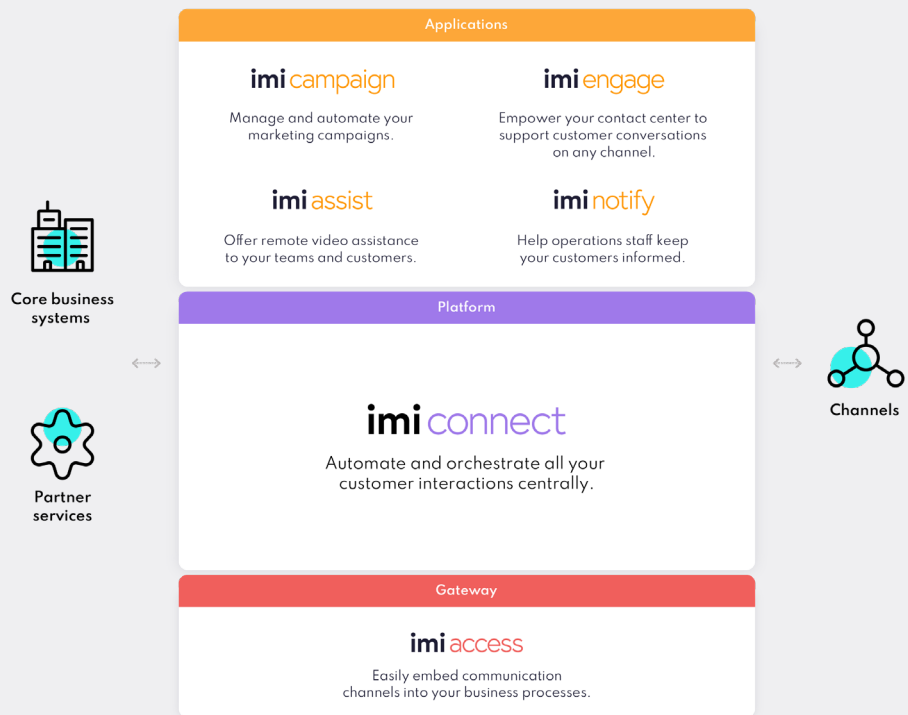
### IT



- Build, integrate, and iterate customer journeys at pace.
- Connect siloed business systems to innovate faster.
- Futureproof your business.

# The Customer Interaction Management suite

An ever-evolving suite of customer engagement products that helps you to stay connected to your customers on any channel, any time.



imimobile has been instrumental in helping to deliver our 'Digital Futures' program that prioritizes customer experience through investment in innovation and technology. imiconnect has seamlessly integrated with our existing systems and enabled us to enhance parcel notifications and tracking for our retail clients and their customers.

- Chris Ashworth, CIO, Hermes

## Who we work with

IHG

CAPITEC

BEST BUY

Walgreens

BBC

HYUNDAI

vodafone

NHS

Hermes

Telia

nPOWER

## Every interaction delivers a richer experience, solves a problem and forges a bond

We can help you to orchestrate the interactions and automate the experiences that will enable you to deliver an innovative customer experience.

But, it all starts with a conversation.

Get in touch using the details below and we'll contact you to chat about what your goals are and how we can help you achieve them.