

Success Stories

Empowering Your Business Growth

We Enable Digital Transformation

Across any business in EMEA world

We remain at your disposal in case you prefer to contact us and discuss further in detail the name, specific implementation methods and features of the below successful business cases.

We deliver end-to-end transformative digital solutions driving our customers' competitive advantage. Our **success stories** contain a wide range of provided services related to business automation, customer engagement-retention and revenue assurance, offering excellence in both operations and customer experience.

Insurance Sector

A large Insurance services provider moves to an extensive business transformation, digitalizing all key business functions



The Challenge

The company decided to move to a multilevel digital transformation across all key business functions. The goal: To become a customer-focused insurance firm creating unique digital customer experience while minimizing internal costs.



The Solution

Intelli offered an automated, end-to-end customer onboarding solution for life products activation combined with e-signature capabilities. Also, a new customer portal / mobile app and customer digital loyalty service was delivered.



The Benefits

- ▶ Fast service activation
- ▶ Improve time-to-market
- ▶ Digital customer journey & UX
- ▶ Increased customer retention
- ▶ Reduced OPEX and Increased Revenues
- ▶ End-to-end digital business

Banking Sector

Intelli drives leading SE European bank to the digital era by automating account opening through an end-to-end customer onboarding approach



The Challenge

Opening a new bank account used to be a slow and painful process. The goal: The bank needed to fully automate the process of digital account opening through new digital channels, improving customer service and experience, while ensuring data accuracy.



The Solution

Intelli designed a next-generation online customer onboarding service from the initial customer engagement to the final step of account activation. Furthermore the service includes automatic customer identification and documents & data validation, ensuring thus KYC.



The Benefits

- ▶ Fast customer onboarding and service activation
- ▶ Elimination of bank's staff manual and administrative workload
- ▶ Superior customer experience
- ▶ Risks mitigation
- ▶ Reduce OPEX and boost revenue

Telecommunications Sector

Large Telecom service provider moved from direct to digital by enabling online customer onboarding and service activation, improving its market share



The Challenge

The telecom service provider wanted to be industry leader in adopting digital technologies and transforming its existing process to suit the expectations of digital customers. Customer onboarding was critical for enabling greater market penetration and enhance customer experience.



The Solution

Intelli designed an intelligent online customer onboarding service covering end-to-end the customer's journey from the engagement/application to the final contract and service activation, including also customer identification, document management, data validation and digital signature.



The Benefits

- ▶ Digital customer journey
- ▶ Customer satisfaction with better turnaround time & faster services
- ▶ Improved market share
- ▶ Elimination of company's staff manual and administrative workload
- ▶ Increased revenues

Utilities Sector

Leading Energy provider adopted end-to-end digital transformation services from initial customer engagement and service activation to debt collections



The Challenge

A leading energy provider needed a large-scale transformation across multiple aspects of its business. The customer experience was poor, internal operations were requiring significant workload and finally the company were facing difficulties in collecting early payments.



The Solution

Intelli designed a multi-level solution in order to transform to digital all required business functions: digital customer onboarding platform for online service application and activation, automatic contracts' validations and finally a robust digital debt collection and recovery platform.



The Benefits

- ▶ Quick customer engagement and service activation
- ▶ Elimination of company's staff manual and administrative workload
- ▶ Digital customer experience
- ▶ Increased customer retention
- ▶ Increased early payments and cash flow improvement

ABOUT INTELLI GROUP

Intelli Solutions Group is active in the provision of Digital Transformation Consulting Services, offering Business Software products and solutions, primarily for the financial and telecommunication sectors. The company has active multinational presence in the geographic area of Europe, Africa and the Middle East enabling its more than 250 clients to make their customer interactions and customer relations better, faster and more efficient based on a fully digital approach. The company has been ranked by leading analysts and IT magazines among the top 10 CEM (Customer Experience Management) and top 25 FINTECH Solutions Providers in Europe.

www.intelli-corp.com.

If you wish further information on the above success stories and explore how our Digital Transformation solutions can help your organization, please contact us at

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