

## CORPORATE PROFILE



The Intuate Group of companies provide specialised integrated technology solutions that bring real benefit to our clients in support of their strategic and operational objectives.

Intuate Group's approach is holistic and ensures that all processes, technologies and people requirements are harmonised in the architecture of the solution. This ensures successful implementation, deployment and ongoing operation.

The company was founded as a professional project management company more than a decade ago, and today, Intuate Group and its subsidiaries leverage these skills to ensure that solutions are managed and implemented successfully in a controlled manner.

*At Intuate Group, we succeed when you succeed.*

## SPECIALISED SOLUTIONS

Intuate Group offers tangible business benefits in the areas of contact centres, customer experience management, automated document assembly, data centre-, and people solutions.



### CONTACT CENTRE

Our integrated contact centre solutions allow companies to unify processes and scale operations with inbound, outbound and blended omni-channel contact management. Skills-based and multi-channel routing, predictive dialling and workflow development builds performance and productivity, improves the quality and effectiveness of customer contacts, and reduces costs. Our solutions provide seamless integration into existing corporate environments, reduces your learning curve and protects your technology investments.

Intuate Group's comprehensive workforce engagement management system gives our clients complete access, and total visibility into their workforce with robust quality, performance and forecasting tools. Our Quality Management, Resource Management and Gamification modules give you the tools you need to succeed in an increasingly complex environment.

Our data analytics products help companies more effectively establish contact with their customers and achieve their outbound objectives. Advanced Campaign Management, Automated Decisioning and Speech Analytics collect and analyse detailed business data to create strategies that improve performance across the board.



### CUSTOMER EXPERIENCE MANAGEMENT

Success in today's ever-changing world is intrinsically linked to customer experience. The facts speak for themselves as organisations that deliver customer experience excellence outperform their markets by 14% annually. Service is now the battleground for business as customers are four times more likely to defect to a competitor following a service-based issue.

Our Omni-channel CEM solutions have been developed from the ground up to integrate all communication channels into a single view of all customer contact and activity - across all channels and brands. By closely integrating with external databases, legacy systems and CRM applications, customer service professionals have all the information they need to deliver exceptional customer experiences.

Intuate Group's sophisticated Email Management solution will further optimise your customer engagement strategy by linking all inbound communications to both a case and customer – giving your team a complete view of every interaction with the customer, helping you deliver an all-round better customer experience.



### AUTOMATED DOCUMENT ASSEMBLY

Document assembly is the process of transforming frequently used documents or forms into dynamic templates – then creating a new document by going through an intelligent interview process, the answers to which will customise the document to your exact requirements.

These intelligent templates make the document creation and assembly process simple and easy—no more cutting and pasting, searching and replacing or sifting through old versions of documents to find the most current one.

Automated document assembly will increase the accuracy of your documents, minimise risk whilst ensuring compliance, and save your organisation time and money.



## HYPERCONVERGED AND DATA CENTRE

Storage provisioning, performance, and capacity planning are a constant struggle for IT managers who have virtualised many of their applications, but still use traditional storage arrays. IT teams want to eliminate storage management and focus on the virtual machines (VMs), but this isn't possible with traditional storage arrays.

Appliance-based hyperconvergence solutions solve the management and complexity challenges of traditional storage, but are just as expensive. Why? Because you have to repurchase the software license when you refresh the hardware, and the only way to add capacity is to add a node.

Our Hyperconvergence Software reduces capital and operating costs by up to 70% and frees IT from the refresh and upgrade cycles of traditional storage. It collapses servers, storage and networking into a single server tier and gives IT the freedom to choose both the hardware and hypervisor they use. Unlike hardware-based hyperconvergence, with our solution there is no vendor lock-in, no "refresh tax" and no "upgrade tax". Our solution allows you to deploy hyperconvergence rapidly and make infrastructure transparent to the applications and users.



## CLOUD AND HOSTED

Intuate Group offers its customers a full-featured, cloud-based contact centre Communication-as-a-Service (CaaS) technology that easily adapts to work the way your company does, based on your individual business rules and environment. Notably, it has a direct impact on reducing operational overheads.

Our Hosted Automated Voice Messaging (AVM) solution enables clients to achieve their communication goals in a cost-effective, efficient manner through the delivery of automated, pre-recorded voice or custom text messages (created using a text-to-speech engine). This service allows clients to communicate high-value, time-sensitive data whilst saving on agent resources.



## PEOPLE SOLUTIONS

Intuate Group has a dedicated team that specialises in the provision of focused ICT portfolio, programme and project management skills. Our comprehensive and flexible range of offerings includes professional project, programme and portfolio management services, facilitation services, project health checks and consulting, as well as project team dynamics / analysis.

Our recruitment division prides itself on sourcing top calibre IT and business resources for a number of South Africa's largest organisations and blue-chip companies, as well as for our own internal requirements. What distinguishes our recruitment process, aside from our experience in this sector, is the depth and professional skills of our consultants and candidate base. This maximises delivery capability into areas of specialisation within these broad markets and focuses on recruitment for all IT and business related resources.

Intuate Group's Habit Analysis and Benchmarking offering comprises an intelligent system, built to improve the lives of people as individuals, employees, employers and consultants. With regards to businesses, this offering enables you to precision recruit new employees and to develop new and current employees optimally for a specific environment. The system creates a benchmark profile or shadow of the behavioural habits of the top performers doing the same job within a given environment. It then matches the habits of potential or current employees against this profile to ensure that the new recruit / team member will perform optimally in the environment.

## PARTNERSHIPS

Based on our ability to deliver, quality of work and the skills and professionalism of our team, Intuate Group is regularly asked by our blue-chip clients to broaden the range of integrated solutions we provide.

For this reason, we partner with several world class service providers to complement our team of subject matter experts, architects, analysts, engineers and project managers to bring holistic solutions which provide tangible value to your organisation.

Our partnerships include;

- Noble Systems
- numero
- HotDocs
- ShoreTel
- dvsAnalytics
- Nixxis
- Stratus
- Red Hat
- Semafone
- Hitachi Vantara
- VMWare
- Veeam
- Maxta
- Foregenix
- Shadowmatch
- Connection Telecom



### **WHY CHOOSE INTUATE GROUP?**

Established in 2000, Intuate Group is a privately owned South African organisation based in Bryanston, with a regional office in Durban.

Intuate Group is product agnostic. Applying our specialist knowledge and expertise, we design solutions, using best of breed global technologies, which are specifically based on our clients' requirements.

The companies have dynamic teams of exceptionally talented individuals with the right aptitude and attitude to deliver successfully: We are well respected and trusted by our clients and have an outstanding track record for delivering real business value.

In addition, Intuate Group has successfully completed projects in many different types of industries: We have in-depth knowledge across several sectors, including finance and banking, insurance, retail, mining and telecommunications; knowledge that extends to the processes, products and technology in each field.

All Intuate Group subsidiaries are Level 2 B-BBEE certified.

### **CONTACT DETAILS**

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Intuate Group  
130 Terrace Road, Sebenza, Edenvale, 1609  
Telephone: +27 (0)11 302 1200  
Fax: +24 (0)11 245 7048  
Website: [www.intuategroup.com](http://www.intuategroup.com)  
General Enquiries: [info@intuategroup.com](mailto:info@intuategroup.com)