

Voice of the Customer Analytics Platform

Organizations today are inundated with customer feedback in various forms such as audio, video, surveys, etc. Managing and analyzing this vast amount of data manually is time-consuming and inefficient. As such, businesses struggle to keep up with the fast-paced market demands and evolving customer preferences, which can negatively impact their growth and competitiveness.

SNP's AI-powered Voice of the Customer (VOC) analytics platform is designed to revolutionize the way your organization ingests and analyses customer feedback. Leveraging advanced Azure technologies such as Azure OpenAI, Cognitive Services, and Microsoft Fabric Data Engineering, SNP's solution automates the processing of feedback from multiple sources.

SNP's Intelligent Voice of the Customer (VOC) AI Platform







Value of SNP's VOC AI Platform

- Harness AI to extract insights from every customer interaction.
- Identify customer sentiment by analyzing every Customer interactions and validating them against specific criteria – Topic or Subtopic as per Business interest.
- Implement modules for customer feedback analytics, mapping, and intelligence extraction to facilitate scalable voice audits.
- Empower your organizations to respond to customer needs and preferences promptly.
- Facilitate proactive decision-making, improving customer satisfaction and loyalty.
- Consolidate all processed feedback into a central knowledge base.
- Easily access valuable insights through a Chatbot interface.
- Leverage reports and dashboards to quickly understand overall sentiment, identify specific likes and dislikes, and gauge customer satisfaction.

About SNP Technologies Inc.

SNP's consulting services help businesses of all sizes transform with innovative, cloud-based solutions that harness the power of Microsoft Azure.

We combine elements from our [ISO certifications and Microsoft specializations](#) as well as the most efficient and innovative technology tools and platforms to help our clients become more agile, more customer focused and more operationally efficient.

 Data & AI Azure Specialist Data Warehouse Migration Kubernetes on Azure Analytics Infra and Database Migration Migrate Enterprise Apps to Azure	 Digital & App Innovation Azure Specialist Kubernetes on Microsoft Azure Modernization of Web Apps DevOps with GitHub Migrate Enterprise Apps to Azure
 Infrastructure Azure Specialist Azure VMware Solution Networking Services Infra and Database Migration Azure Virtual Desktop	 Security Specialist Cloud Security Threat Protection

Member of
Microsoft Intelligent Security Association


ISO Certifications:



ISO 20000-1:2018:
 Service Management System



ISO 22301:2019:
 Business Continuity Management System



ISO 27001:2013:
 Information Security Management System

MICROSOFT PARTNER AWARDS:

 Microsoft Partner	2024 FINALIST MSFT AMERICAS PARTNER OF THE YEAR Infra & App Innovation
 Microsoft Partner	2023 PARTNER OF THE YEAR FINALIST Security
 Microsoft Partner	2021 MSUS PARTNER OF THE YEAR WINNER Business Excellence in Solution Assessments

 Microsoft Partner	2019 MSUS PARTNER OF THE YEAR WINNER Intelligent Cloud & OSS on Azure
 Microsoft Partner	2019 PARTNER OF THE YEAR FINALIST Open-Source Applications & Infrastructure on Azure
 Microsoft Partner	2018 US SI PARTNER OF THE YEAR WINNER Solution Innovation on Microsoft Azure Award

Let's move forward together with confidence. We're here to help at every step.

Email us: SNP's CEO Prakash Parikh: prakash@snp.com