

# Intelledox Infiniti

## A Platform Overview



Intelledox Infiniti is a solution-ready, low-code platform that empowers businesses to digitally transform paper- and forms-based manual business processes into intuitive, guided user experiences. The platform collects data and information using next-generation forms, it allows collaboration and creates engaging communications. Intelledox Infiniti digitally transforms business processes based on the customer's personal preferences, device and location providing an adaptive experience.

The platform empowers business users when developing next-generation forms, designing experience-driven workflows and delivering on-demand customer communications.

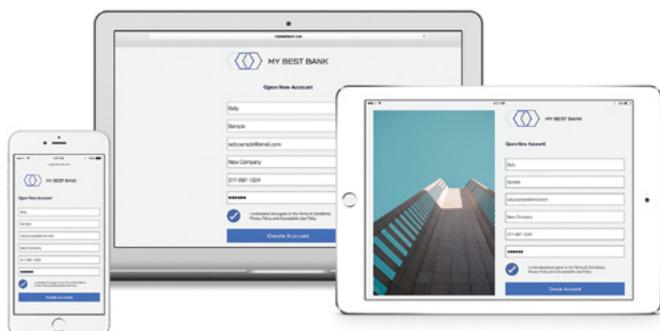
The Intelledox Infiniti Platform has a suite of connectors that seamlessly integrates into back-end systems for data aggregation (BPM, ERP, CRM) preserving data integrity and the investment in legacy systems.

Get access to data driven insights that will allow you to constantly improve the customer experience that provides you with the best return on investment. No longer make decisions on gut feel alone, the analytics dashboard gives you insights that will fuel your continuous improvement metrics.

### Platform Solutions

#### Next-Generation Forms

Intelledox believes that the next-generation form really isn't a form at all but an experience delivered through an adaptive interview, taking the idea of smart forms to a whole new level.



Replacing old-school, legacy paper, web and PDF forms, the adaptive interview is an intuitive, guided journey that is based on your customer's personal preferences, device and location that collects cross-channel data and information to streamline the data collection process.

#### Experience-Driven Workflow

Infiniti's Workflow engine enables teams to collaborate, review, and approve data, content, and final documents. Workflows can be directed by a user to forward a project to a person or group or can be initiated based on business rules and the collected data. End-users can be anonymous and still be involved in experience-driven workflows.

#### On-Demand Customer Communication

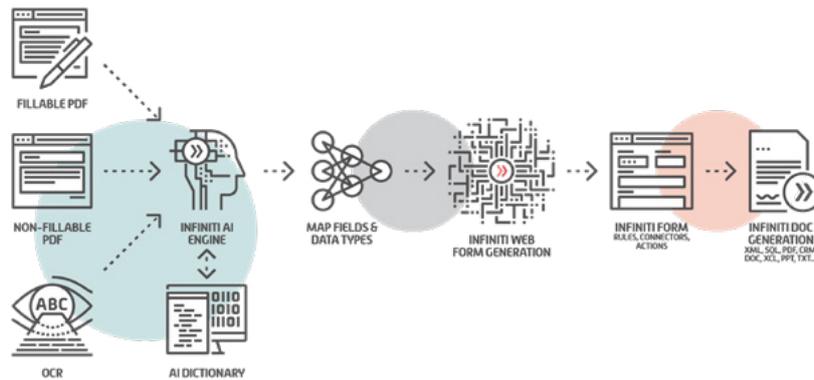
Infiniti enables fast, accurate, and compliant production of documents, emails and all forms of digital communications. Infiniti can produce multi-channel, multi-format outputs tailored to individual business requirements and delivery methods. It can also push data into existing CRM and line of business applications and automate document or message generation with data transformation.

#### A Design Accelerator that will have you running tomorrow

A new way to fast track your digital transformation project is to use a new cloud module that converts PDF's into smart, adaptive next-generation experiences quickly and efficiently. The Design Accelerator plugs directly into the powerful Intelledox Infiniti platform via a secure multi-tenanted SaaS offering. The ability to create a simple form or utilise an existing fillable or non-fillable pdf form will accelerate the digital solution design. The cloud offering also provides an entry point into AI. An easy and fast onramp to the power of AI and how it can influence your business process and decisioning.

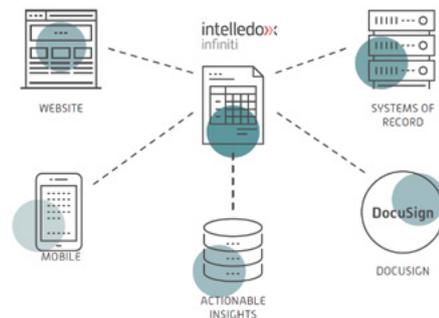
#### Why Intelledox Infiniti?

In today's era of the customer, people expect their experience to be elegant, seamless and complete. However due to highly capitalized legacy systems, regulation, compliance, an inertia to change and other business issues the internal business process is often chaotic and complex. Intelledox Infiniti can assist organizations overcome these burdens and deliver tangible return on investments.



- **Empower business users:** Infiti’s web based, easy to use drag and drop designer tools can be used by anyone who owns the business process. The next generation of SmartForms, **Adaptive Interviews**, can be built and maintained without depending solely on IT teams resulting in faster time-to-market.
- **Achieve enterprise class digital transformation:** Infiti enables organizations, large and small, to digitally transform paper and eForms manual business processes into intuitive, guided, user experiences complete with **Actionable Workflow**.
- **Improve customer experience and grow market share:** Infiti’s **On-Demand Customer Communications** Delivery enables frictionless customer experiences that can help recapture the market and win back lost customers as well as acquire new ones.
- **Create new outputs** using Word templates or re-using existing static and fillable PDFs and eliminate the need to OCR inbound documents and forms.
- **Leverage digital technologies** to reduce costs and increase compliance and manage risk.

The benefits of the platform are infinite and allows you to develop a crawl, walk, run approach as your organization matures along the digital journey. The Intelledox Infiti platform takes minimal time and effort to create, deploy and manage programs.



- Improve customer satisfaction by digitally transforming physical, PDF, and eForms processes into intuitive ‘Adaptive Interview’ experiences.
- Reduce time to complete new business applications by 60–75%.
- Reduce incomplete and Not In Good Order (NIGO) forms from 35% to less than 2%.
- Enable Omni channel Customer Self-Service across mobile, online and tablets.
- Reduce development time of new digital applications by more than 75% through business-user empowerment.
- Eliminate re-keying of data and need for scanning of paper and eForms with digital engagement.
- Extend your investment with DocuSign by generating documents on demand and create a seamless end to end process.
- Reduce calls to contact center by as much as 45% through improved business processes and better communications.

## Business Benefits

In today’s real-time, on demand digital and mobile world where customers rule and competitors are ruthless, business must evolve. Reimagining your customer facing business from a truly outside in perspective can give you a huge competitive advantage in the war to win, keep and foster loyal and delighted customers, citizens and staff. It requires you to rethink and rapidly deploy your digital transformation.

## Contact Us

Contact an Intelledox Digital Expert near you and let us show you how you can realize the benefits of digital transformation in your organisation.

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