



ENGAGE YOUR CUSTOMERS SEAMLESSLY
ACROSS CHANNELS OF CHOICE -
ANYTIME ANYWHERE



THE OMNICHANNEL EDGE

Multi-Channel

Orchestrate customer digital journey with multiple channels to communicate and engage at a global scale

Highly Secure

Protect your business and customer data with industry-leading encryption and security standards

Future Proof

Future-proof your technology with a mobile-first, messaging-first, cloud-based carrier-grade platform

Easy Integration

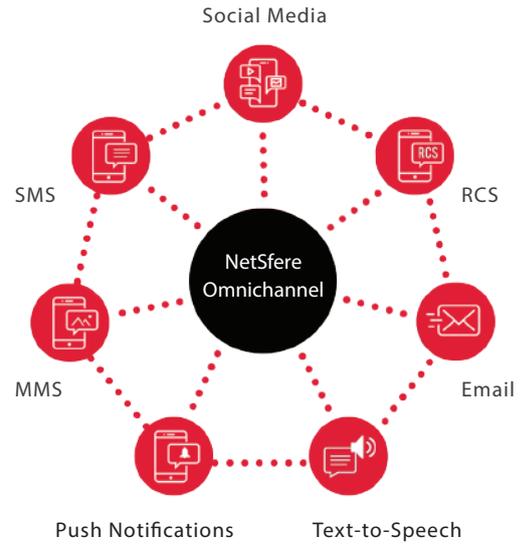
Build customer engagement at scale via secure, compliant, reliable programmable APIs

Compliance

Stay compliant with global regulatory and statutory compliance requirements

24x7 Support

24x7 support with the industry-leading response and resolution time including an end-to-end managed service model tailored to your needs



ENGAGE YOUR CUSTOMERS



Notifications & Alerts

Keep your customers informed with time-sensitive alerts and notifications from the order and delivery updates to appointment reminders over their favorite channel.



Campaigns

Launch highly engaging, integrated marketing campaigns using an easy-to-use web interface, centralized control, and management capabilities, and analytical reports.



Number Lookup

Provide valuable information on mobile phone numbers with Mobile Number Portability (MNP) Database and Real-time (HLR Live) Lookup to increase reachability, reduce delivery costs, and strengthen security.



Numbers & Shortcodes

Access our global inventory of local, national, landline numbers, and shortcodes to instantly engage with your customers around the world.



Text-to-Speech

Deliver text converted to a voice or a prerecorded voice message to mobile and landline numbers. Enterprises have the option to deliver text messages to mobile numbers and fall back to voice messages if needed.



Content Management

Use the Content Management System to orchestrate message content across channels to deliver a personalized, yet unified user experience.



Two Factor Authentication

Safeguard your business and customer data with the second layer of credentials for user verification, remote logins, and online transactions.



Conversation

Enhance customer engagement using 2-way conversations across the channel of their choice.

POWERED BY INDUSTRY-LEADING OMNICHANNEL PLATFORM



256 bit Encryption

Architected for time-sensitive messaging communication from the ground up with security safeguards, providing enterprises with the assurance of data protection.



Customized Data Archiving

With omnichannel have peace of mind knowing that your data is stored in encrypted, redundant storage, and can be stored based on your enterprise's policy.



Regulatory Compliance

Enable enterprises to engage with customers, employees & stakeholders, in-line with local regulatory & country-specific requirements. Omnichannel is certified under ISO/IEC 27001 and ISO/IEC 27701 (data compliance management system supporting GDPR compliance) & is complied with HIPAA, PCI DSS, and more.



Future-Proof Platform

Omnichannel is a highly scalable, customized platform that offers contextual communication across channels from text messaging to social media chatbots, allowing enterprises to grow their customer engagement alongside their business.



Global Reach

With extensive coverage through 800 cellular service providers in more than 180 countries, your enterprise can access 6.8 billion mobile devices, ensuring instant reachability to your customers and stakeholders worldwide.



Highly Reliable

A reliable, proven messaging service with a track record of performance in Tier-1 mobile operators, enterprises, and service providers globally, ensuring your messaging service is available when you need it.



Intelligent Routing

Ensure near 100% delivery success rates with a variety of delivery methods – from SMS, MMS, RCS to social media messaging.



Full Control

Omnichannel provides enterprise admins with the absolute control of enterprise data via role based access control.



Number Validation

Identify invalid numbers to reduce the delivery cost and increase open rates.



Rich Analytics

Measure the effectiveness of your customer engagement and get a valuable statistics.

OMNICHANNEL MESSAGING BUILD FOR YOUR INDUSTRY



Healthcare



Retail



Financial Services



Logistics



Travel &
Hospitality



Governments &
Public Sector



Service
Providers & MNOs

About Infinite Convergence Solutions:

Infinite Convergence Solutions, Inc. provides next-generation messaging and mobility solutions to carriers and enterprises globally, including an NetSfere Omnichannel suite, secure messaging through its standalone service NetSfere Enterprise (www.netsfere.com) and SMS, MMS and RCS solutions. The company's technology supports more than 500 million subscribers and over a trillion messages on an annual basis. Infinite Convergence Solutions has offices in the United States, Germany, UK, India and Singapore.

Head Quarter:
Chicago

Sales Offices:
Chicago | Washington DC | Munich | London | Bangalore | Singapore



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