

Omnichannel Customer Journey Software

**BREAKING
PARADIGMS**



- **+12 years of experience**
- **Medium and large companies in 10 Latam countries**

- **Focused on medium and large consumer goods companies:**

Cable Operators, Telcos, BPO, Banks, credit cards, Insurers, Health, Medical Emergencies, Universities, State Organizations, Tourism, etc.

- **Omnichannel Customer Journey solution that integrates:**
 - Telephony, Digital Channels and Automation (Bots, IA, IVR, CTI, API)
 - 360 Vision of interactions with each customer (Customer Journey)
 - Administration and control via Web (for non-technical users)
 - ROI in less than a year

The Problem

- Traditional solutions for omnichannel services are expensive, rigid, difficult to use and time consuming to install because they use multiple manufacturers and proprietary technology, keeping your company hostage to vendors
- Their consulting and after-sales services are low-quality and expensive

The solution

- Omnichannel service software with excellent consulting and support services
- eXpand offers the benefits of legacy solutions and improves the customer experience by integrating third-party data and automating services. It is easily configured through a web interface, allowing you to adapt the operation quickly and independently.
- Quickly installed (On Premise or in the cloud) and uses standard technology
 - + 95% of our clients are migrations from legacy solutions



Why eXpand?

WITHOUT EXPAND

BUSINESS is HOSTAGE to TECHNOLOGY

OMNI CHANNEL = MULTI MANUFACTURER = MULTI PROBLEM

Expensive, slow, rigid, complex and manufacturer-dependent

WITH EXPAND

TECHNOLOGY is HOSTAGE to BUSINESS

Controlling and Adapting the operation fast is the key to survival

OMNI CHANNEL = ONE MANUFACTURER = MULTIPLE BENEFITS

+ economical, + agile, + flexible, + simple, integrated and independent of the manufacturer

Target Client

Necessary condition

WHO?

CONSUMER GOODS such as banks, telcos, insurance, tourism, education, health, cable operators, retail, BPO...

Users of legacy solutions such as Avaya, Genesys, Cisco, Siemens, etc.

WHY?

Your business is HOSTAGE to "brands"

Legacy products are EXPENSIVE and offer POOR SUPPORT

Competitive Analysis

<u>Functionality</u>	<u>eXpand</u>	<u>Legacy</u>
Omnichannel	Integral	Multi-vendor
360 Vision	Complete	Requires Integrations
Commercial Model	Flexible	Rigid
Hardware	Standard	Proprietary (costly)
Op. Systems & Database	Free	Proprietary (costly)
Price	40% cheaper	More expensive
Platform Administration	Simple & Multilanguage	Complex (req. experts)
Installation & Training	Remote (hours)	On site (1-3 months)
Home Office/Telework	Free	Requires Licenses
Tech Support	Excellent, fully remote	Bad reviews
Latam Crisis	Costs & local service	Lack of Headquarter focus

Clients



CHANNELS



MODULES



company



With eXpand

TECHNOLOGY ADAPTED TO THE BUSINESS TRANSFORMS BUSINESSES

GET VISIBILITY, ADAPTABILITY AND CONTROL

- Integrate telephony and digital channels
- Automate, reduce costs and increase your revenue
- Have visibility into interactions with your customers
- Manage centralized or distributed organizations
 - Manage regardless of manufacturer
 - Lower your investments and expenses
 - Grow in a cheap and easy way
- Take advantage of mobility and remote work
 - Do it safely and be auditable
 - 24x7 support
 - On premise or in the cloud

More information?

Website:

www.expand.com.uy

Clients:

<https://www.expand.com.uy/clientes/>

Testimonials:

<https://www.expand.com.uy/testimonios/>

Youtube Channel:

<https://www.youtube.com/user/expanduy>

CLIENTS AND SUCCESS CASES



Financial & Insurance



Cable TV & Telcos

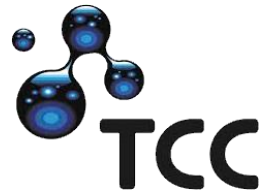
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