

Dynamic data-driven documentation creation and output

Cloudito automates the process of creating and personalising data-driven documentation, empowering you to be smarter and more targeted in the way that you engage and communicate with customers.

Infiniti is Cloudito's powerful multi-channel documentation output solution that serves over 150 customers and more than one million users worldwide. Infiniti introduces advanced automation and technical workflow which captures data effectively and means that documents can be dynamically created and personalised.

Infiniti is highly flexible and easy to use, integrating with – and leveraging – any existing document management or CRM system, to boost customer engagement and improve end user experience. Infiniti streamlines business processes to enhance operational efficiency, drives down administration costs, and reduces compliance risk.

BOOST CUSTOMER ENGAGEMENT

Infiniti empowers you to be smarter and more targeted in the way that you communicate with your customers.

IMPROVE END USER EXPERIENCE

Infiniti means that you can engage with your customers on their terms to improve customer satisfaction and retention.

STREAMLINE BUSINESS PROCESS

Infiniti introduces advanced automation and technical workflow, transforming your business communications processes to drive down administration costs and improve operational efficiency, while mitigating risk and improving compliance.

SEE A RETURN ON INVESTMENT

Infiniti seamlessly integrates into your existing CRM and information management systems to deliver additional value from your previous investments.

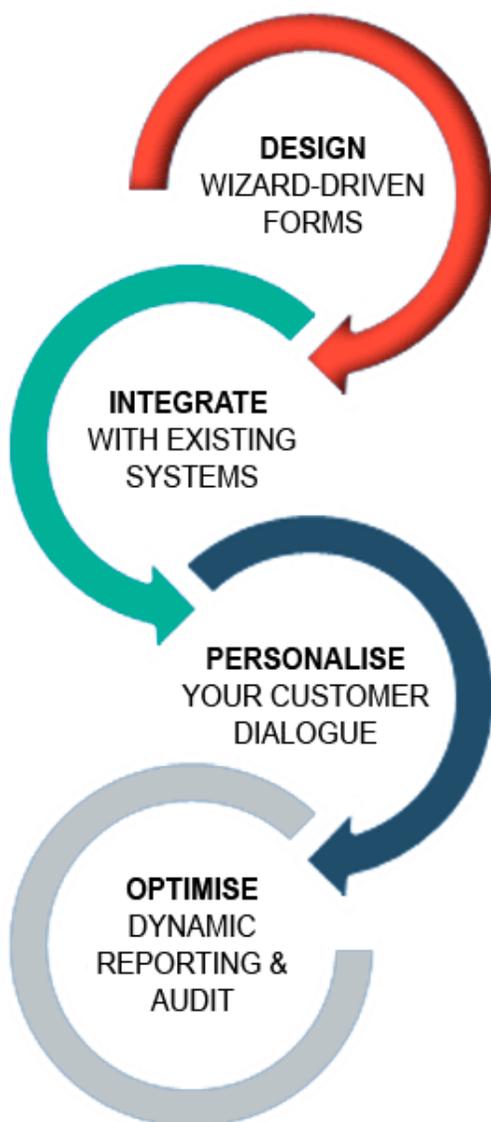
ACCESS TO ACTIONABLE DATA

Infiniti allows you to capture customer information effectively, and interact with the data from any location.

Modern day multi-channel communications encompasses social media, web, email and mobile, as well as traditional methods, which means that effective customer engagement requires well thought-out orchestration. The ability to design business communications once, and automatically orchestrate across multiple channels, devices and platforms will be a foundational requirement for supporting the new mobile world.

Cloudito empowers you to build and manage a multi-channel communications strategy, allowing you to embrace all forms of communication, to engage with your customers in a targeted, dynamic and successful manner.

Engage and communicate with customers on their terms



WIZARD DRIVEN CREATION OF TEMPLATES & FORMS

Infiniti's drag-and-drop wizard allows business users with limited technical experience to create sophisticated templates and forms quickly and easily. Infiniti makes it simple for administrators to collect and use data, to dynamically produce data-driven documentation in a responsive, accurate and internally pre-approved manner. Creating and maintaining content is completely automated according to built-in business rules, reducing maintenance costs, for instance by enabling significant template consolidation.

INTEGRATION WITH COMPLIMENTARY SYSTEMS

Infiniti seamlessly integrates with a vast amount of third party systems – including existing CRM/ERP systems, document management systems, input and call centre systems, and special development systems – to boost customer engagement and improve end user experience. Integrating a business system with Infiniti increases efficiency and makes data more valuable and useful.

PERSONALISED OUTPUT

With Infiniti, companies can facilitate output generation through a variety of formats and channels, on a scalable platform. This data transformation capability leverages authentic sources of data to enable business users to produce personalised outputs with add-in logic, calculations and process decisions based on defined criteria. This personalised communication tailors the content and the communication channel to be appropriate and relevant, and enhances the customer experience.

OPTIMISED ACCOUNTABILITY WITH ACTIVITY ANALYTICS

Infiniti records every single transaction from document creation to output delivery, thereby gathering deep insight into business processes and providing valuable business intelligence. Enabling a step by step analysis of all activities, Infiniti ensures compliancy to regulated tasks and provides invaluable feedback on business process analysis.

Dramatically improve business efficiency and productivity



RULES ENGINE AND REPORTING

Infiniti's sophisticated rules engine and reporting features make it easy for business users to interact with timely, relevant information. Infiniti uses advanced data-mining technology to provide insight and intelligence on document generation and communication processes.



DATA COMPLIANCE

With Infiniti, producing data-driven, compliant documentation is simple—no coding or scripting is required as Infiniti ensures that documents are accurate and consistent. Infiniti maintains an audit trail for all generated documents to improve accountability.



CENTRALISED MANAGEMENT

Infiniti allows you to centrally manage users, documents and data from a web interface, so internal users can collaborate on projects, while external users can access and input information.



MULTI-FORMAT OUTPUT

Infiniti can generate email messages (with information such as names, carbon copy contacts, configured email body text and HTML) or create automated documents in formats such as XML, PDF, XLS, DOC, PPT, RTF and OpenDoc.



MULTI-CHANNEL DELIVERY

Infiniti can route documents to a print queue, email, fax, XML, or to an email gateway, for mass printing or electronic fulfilment, or to a repository storage. Infiniti's multi-channel delivery significantly reduces distribution and processing costs.



PERMISSION DRIVEN

Infiniti's permission-driven authorisation system ensures that content remains secure, consistent and accurate without causing unnecessary inconvenience, thereby facilitating a business-function centric approach.



METADATA

Metadata ensures automated content is easily archived, retrieved and preserved. Infiniti attaches metadata to documents to make it easier to categorise, index, store, search and retrieve data.



MULTI-LINGUAL WEB INTERFACE

To suit the global business environment, Infiniti is currently available in several languages.



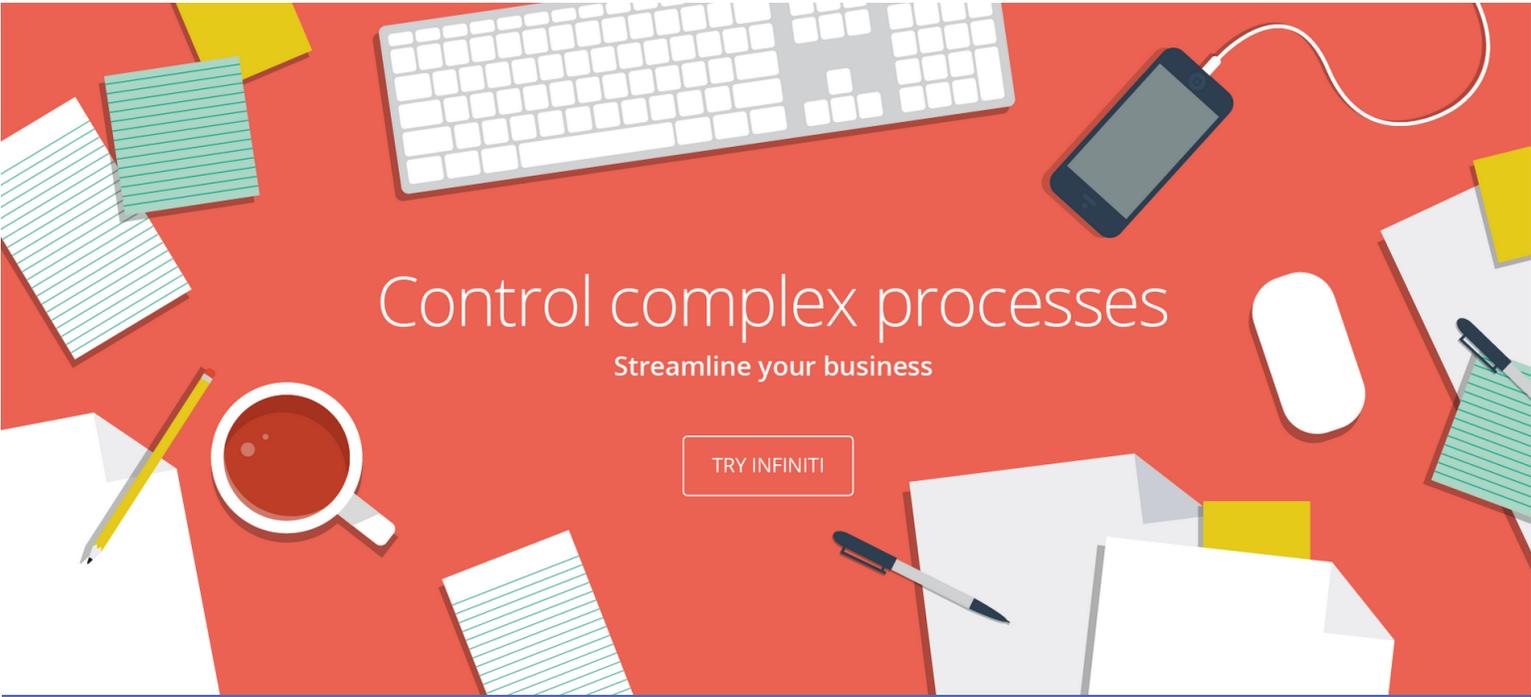
OPEN SERVICE ARCHITECTURE

Infiniti is built on an open service-orientated architecture which allows it to leverage open formats and technologies to provide a richer solution to customers.



BATCH PROCESSING

Infiniti supports batch processing to leverage authentic sources of data and manage large volume scheduled outputs. Batch processes include data validation and write back.



Control complex processes

Streamline your business

TRY INFINITI

Vertical markets

In every industry, it is important to optimise the customer experience with customised, multi-channel communications—whether it's a personal welcome kit produced as part of your on-boarding process, a customer care email notification with relevant content based on purchasing history, or monthly account statements with trans-promotional content. Here are some examples of extraordinary customer communications that will improve the customer experience leading to satisfied, loyal customers. Cloudito provides solutions for the following markets:

- Insurance & Healthcare
- Financial Services
- Mortgage & Lending
- Retail Banking
- Investment Banking
- Central / Local Government
- Utilities & Telecoms
- And many more!

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