Transform Your Customer Communications with Smart Communications and Vlocity

SMART COMMUNICATIONS™

Vlocity™

Today, highly regulated traditional vertically-focused organizations, like those in insurance, finance, health, communications, media, utilities, and government are continually challenged by increasing market changes and heightened competition. Customer expectations have never been higher, and during critical instances throughout the customer lifecycle, timely and effective communications are required to maintain and grow customer attention and loyalty. **That is why Smart Communications and Vlocity have partnered to bring organizations in highly regulated and complex industries a better way to communicate.**

This shift from legacy to enterprise customer communication technology also addresses many of the other strategic pillars that are part of any successful CIO's plans:

Improved Customer Experience

Generate personalized communications across multiple output channels including print, email, SMS, and HTML.
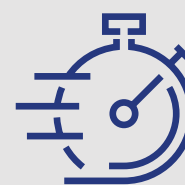
Risk Mitigation

Reduce errors resulting from manual processes and ensure regulatory compliance.

Cost Reduction

Reduce the reliance on contractors and third parties to update templates with an easy-to-use template designer.

Decreased Time to Market

Reduce template update process from months to minutes and improve your time-to-market.

Together, Smart Communications and Vlocity can dramatically streamline and enhance the communications capabilities demanded by leading enterprises.

Smart Communications and Vlocity have teamed up to provide a better digital experience to customers, agents, brokers, and employees alike with a modern, cloud-based enterprise document generation and customer communications solution that directly integrates to Vlocity. Built from the cloud up for the most demanding enterprises, Smart Communications provides these key capabilities for any Vlocity customer:

- **Enterprise document generation** – sophisticated tables, charts, images embedded in documents from 10s to 1,000s of pages long
- **Enterprise document processing** – on demand, batch at scale, interactive
- **Enterprise integration** – on-premise, private cloud, public cloud support
- **True multi-channel communications** to reach customers where and when they prefer
- **Patented SMART Templates** to power and manage documents and communications

Together, Smart Communications and Vlocity can dramatically streamline and enhance the communications capabilities demanded by leading enterprises. Backed by patented technology, SMART Templates make it possible for an enterprise to communicate to customers in a compliant environment across SMS, mobile, PDF, HTML, Amazon Alexa and others – all through just one template. Further, many major enterprises are required to communicate with their customers in multiple languages, on behalf of multiple brands, as well as to comply with varying legal jurisdictions – both nationally and internationally. These multi-lingual, multi-brand and multi-jurisdictional capabilities are also enabled through just one Smart Template. In many cases, enterprise customers can reduce templates from 10,000s+ to just a few!

Contact us today to learn more about our industry focused enterprise customer communication.

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