

Smart Communications

SMARTIQ™

Revolutionary Form Automation Technology

How Efficiency for Your Employees Can Leave a Lasting Impression for Your Customers

Enterprises around the world are searching for innovative technologies that can securely help them modernize manual, outdated back-office processes—and reduce the amount of effort it takes to do business with them. SmartIQ™ from Smart Communications is a process automation software that goes beyond digital transformation—using low-code technology to revolutionize form-based experiences and drive efficiency for the future.

SmartIQ delivers the opportunity to do more than simply digitize form processes and data collection—but to completely re-evaluate and reimagine the experience, for business stakeholders and end-users. Companies using SmartIQ have a deep set of capabilities to choose from, to automate and expedite even the most complex form-based processes, and the low-code interface means business units can own their processes directly, reducing demands on IT.



SmartIQ™ has successfully reduced claim handling times from weeks to minutes—in addition to reducing the cost per application by 70% and contributing to a 13-point increase in NPS.

– Forrester TEI Report¹

SmartIQ Delivers

- ✓ Response-based, mobile-friendly experiences with full save and resume capabilities—letting end-users engage when and how they need to
- ✓ Automated data and approval workflows that reduce processing times and provide real-time status updates to stakeholders and end-users
- ✓ Reduced abandonment rates and incomplete data submissions using pre-built connections to existing data sources that pre-fill, collect, validate, and update data in real-time
- ✓ Simplified signing experience with direct, seamless integrations to the e-signature provider you choose
- ✓ Reduced development costs and IT dependencies through a drag-and-drop interface that makes SmartIQ easy to learn and use—and gives business units the ability to create and update projects directly
- ✓ Brand compliance and consistency created with advanced, low-code design tools that control a range of visual elements, from logos and colors to typography and styling
- ✓ Time to value in a matter of weeks, through a comprehensive use case evaluation and turnkey implementation program
- ✓ Improved security and compliance—and customer data protection—with an ISO/IEC 27001:2013, SOC1, SOC2 Type II, HIPAA and FSQS certified solution

Some of the industries we serve—and a few ways we serve them:



Financial Services

New Account Opening, Loan Applications, Account Maintenance, Loan Servicing, Wealth Management Client Onboarding, Pension and Benefits Enrollment, Tax and Financial Reporting, Investor Risk Assessments.



Healthcare

Large Group Plan Design, Small Group Benefits Enrollment, Health Risk Assessments, Prior Authorizations, Filing a Claim, Claim Appeal and Grievances, Member Service Requests, Disenrollment, Provider Onboarding and Renewals, Patient Intake, Consent to Treat, Medical History.

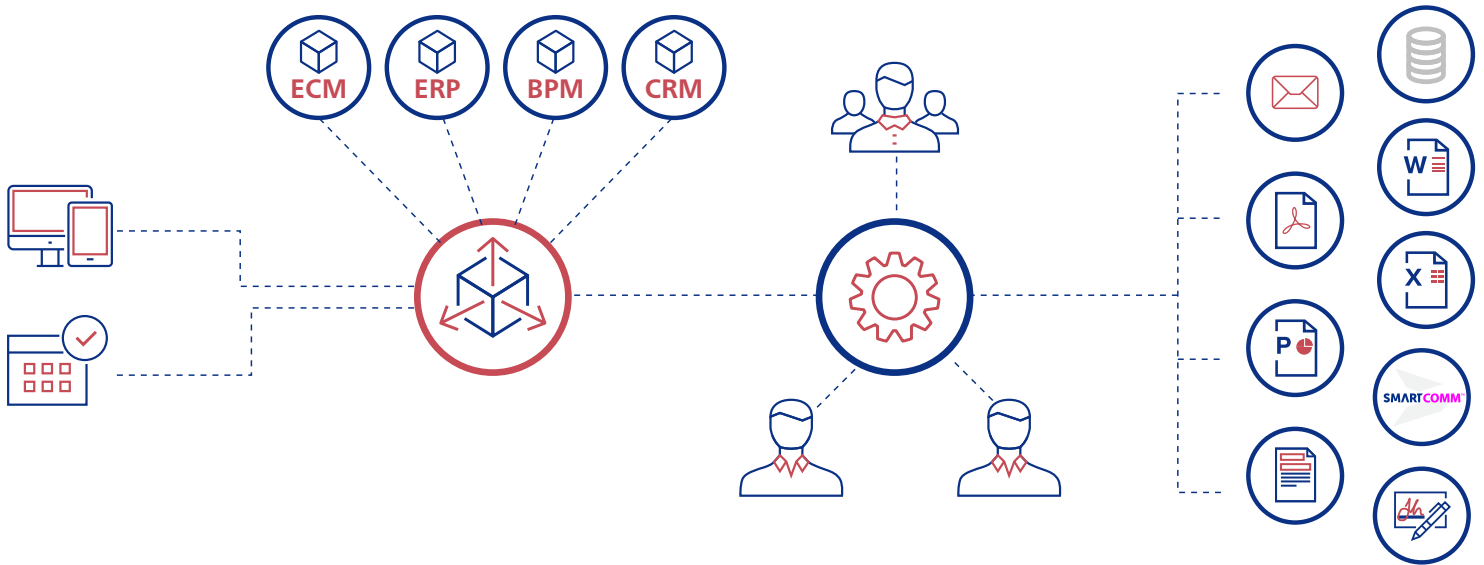


Insurance

New Business Submissions, FNOL, Death Claims, First Notice of Injury, Appeals & Grievances, Field Underwriting, Facultative Reinsurance Placement, Freedom of Information requests, Rates-Rules-Forms workflow, Employee Onboarding, Code of Conduct and Ethics Training.

How it Works

SmartIQ is comprised of four key elements that, together, provide a streamlined, secure, and personalized digital experience.



Interactive Forms

Response-based questioning and conditional logic turn one-way, individual process steps into fast, relevant interactions accessible on any device

Data Collection & Integrations

Extract and integrate data assets from within your organization using a variety of pre-built connectors and data endpoints

Process Automation

Connect forms to core systems and trigger automated processes and approvals where stakeholders and observers can check status, receive notifications, and more


Output & Communications

Use information submitted and data from core systems to create personalized, branded documents or electronic messages in real-time—and connect directly for eSignature

Discover How SmartIQ Can Help Your Company Create Efficiencies for Today and Form Processes for the Future.

Contact Us for A Personalized Demonstration Today

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1. The Total Economic Impact™ of Smart Communications SmartIQ, May 2022. Decrease in processing time and increase in NPS refers to impact related to P&C Claims process. Reduction in application costs refers to costs of life insurance applications.

Smart Communications™ is the only provider of a customer conversations management platform. More than 700 global brands rely on Smart Communications to deliver smarter conversations across the entire lifecycle—empowering them to succeed in today's digital-focused, customer-driven world while also simplifying processes and operating more efficiently. This is what it means to scale the conversation. Smart Communications is headquartered in the UK and serves its customers from offices located across North America, Europe, and Asia Pacific. The Smart Communications platform includes the enterprise-scale customer communications management power of SmartCOMM™, forms transformation capabilities made possible by SmartIQ™ and the trade documentation expertise of SmartDX™. To learn more, visit smartcommunications.com.

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