



Integration with Existing Solutions

THE KNOW-HOW, OUR CORE VALUES

At Re-inventa, together with our clients, we have always taken on great challenges. It is in our DNA to listen to and understand their needs, and objectives. We then design the best form of integration, and deliver highly complex projects.

When necessary, we integrate solutions from various providers (e.g. CTI, PBX, ACD, IVR) by developing dedicated APIs which enable new functionalities that weren't available in original software in the first place.

A key factor in these types of projects is the integration of different solutions and tools used by the business:

- **Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) systems:** Salesforce, Microsoft Dynamics, Sugar CRM, Zoho CRM, Trebede CRM, SAP, etc.
- **Existing software applications:** integrations through Web Services and specific developments, facilitating change management without impacting the existing applications.
- **Data Warehouse (DW) systems:** consulting, replication, and automation of processes.
- **Intelligent routing:** customer interaction management (voice, data, email, chat), operational data store (ODS) resulting in an enhanced customer experience.
- **Artificial Intelligence (AI) tools:** forecasting algorithms for sales, conversion, retention, customer loyalty, etc.
- **Natural Language Processing (NLP) and Semantic Analysis:** quicker response rate for your customers using our online customer service and support system with an important cost reduction through IVR, and virtual assistants. A semantic analysis of texts will allow for an improved management for your customers, in addition to the semantic navigation, which will greatly improve their overall experience.

At Re-inventa we design, deploy, personalise, and integrate both tailored made software solutions, as well as software from leading providers. Using Agile Methodology ensures that clients' needs and objectives are kept in focus during the entire project delivery. As a result, we are able to provide our clients with tangible benefits from early implementation stages.

MAIN ADVANTAGES

- Improved customer management and user experience.
- Return on Investment (ROI) in a short period of time.
- Multidisciplinary team with extensive experience in complex projects.