

GTI  
Collaborative  
Service  
Digitalization

GLOBAL • TECHNOLOGY  
INTEGRATOR



# Digitalizing collaborative services to accelerate business process between distributed workforce and customer.



## Challenges

Implementing digital collaborative solution and risk mitigation.

- Pandemic or dislocation impact business process
- Risks in sharing sensitive data and information
- Flexibility and customization on deployment



## Ideal Solution

- Conveniently co-browse on mobile or desktop devices
- Interactive functionalities support co-editing
- Flexible enablement on your applications

- Accelerate Business Process
- Onboard Customer Faster
- Quick Time-to-Market



## Desired Outcomes

"During the pandemic, our customers' needs were evolving at warp speed and forced to use online services. COBE quickly enabled our services to build rapport with customer and accelerate remote deal-closing."  
- Customer Name, MD, Company

- Boost Team Productivity
- Drive Customer Success
- Edge Out the Competition



# GTI Collaborative Service Digitalization



Drive successful business process across locations.

## Accelerate Business Process

- Co-browsing across locations resolves issues faster
- Co-editing simultaneously increases efficiency
- Industry compliance secures collaboration

## Onboard Customer Faster

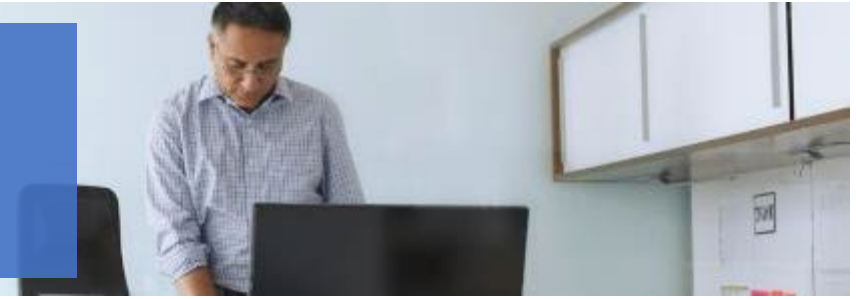
- Seamless experience with video/voice/messaging
- Real-time customer engagement
- Reduce Costs of Touch Points

## Quick Time-to-Market

- No pre-installation required
- No application revamp needed
- Quick enablement

GTI Collaborative Service Digitalization provides a cloud-based collaborative solution to boost business success.

# GTI Collaborative Service Digitalization + Microsoft Power Platform



Co-Browsing and Co-Editing (COBE) solution facilitates efficient client servicing and business operations. No installation required, speeding up end-to-end business processes by working and editing together on browser anytime and anywhere. Options to enable COBE on your applications just with plugin and choices of cloud hosting, on-premises hosting or by subscriptions available.

## Solution Alignment

### Improving Service Metrics and Business Opportunities

- Faster resolution of customer issues and drive customer experience
- Improve first contact resolution rate (FCR) and increase conversion rate
- Reduce operational costs and drive profitability



### GTI + Full-stack Solutions on Microsoft Azure

- Digitalize end-to-end business processes and customer services in security-proven environment
- Increase service agility with SLA commitments
- Provide real time assistance across the customer journey from lead generation, deal-closing to support services

