

# NORALOGIX



10 YEARS DEVELOPING  
SOFTWARE, SPECIALIZING  
**IN INNOVATIVE**  
SOLUTIONS TO MEET  
**CLIENT NEEDS**

 [www.noralogix.com](http://www.noralogix.com)

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# OUR FOCUS AND PORTFOLIO



## Cloud Computing

We utilize cloud computing to offer our clients secure, dependable, and cost-effective solutions



Microsoft Azure

Zoom

Genesys Cloud

Google

Amazon AWS



## Data Analytics

Using analytics, we optimize services based on customer behavior



Business driven secure data models

Algorithmic analytics

Live analytics

Historical analytics

CX analytics

Trend analytics



## Artificial Intelligence

Our use of artificial intelligence streamlines processes and elevates the customer experience



Machine learning

AI



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# OUR APPROACH AND CORE VALUES



## Planning

Create a detailed plan for each project (including a time line and budget)



## Integrity

Strive to operate honorably



## Design

Develop software that meets the unique needs of our clients



## Innovation

Committed to finding creative solutions to challenges



## Development

Develop the software using latest technologies



## Collaboration

Work together to achieve goals



## Testing

Test our software to ensure that we meet quality standards and deliver a reliable product



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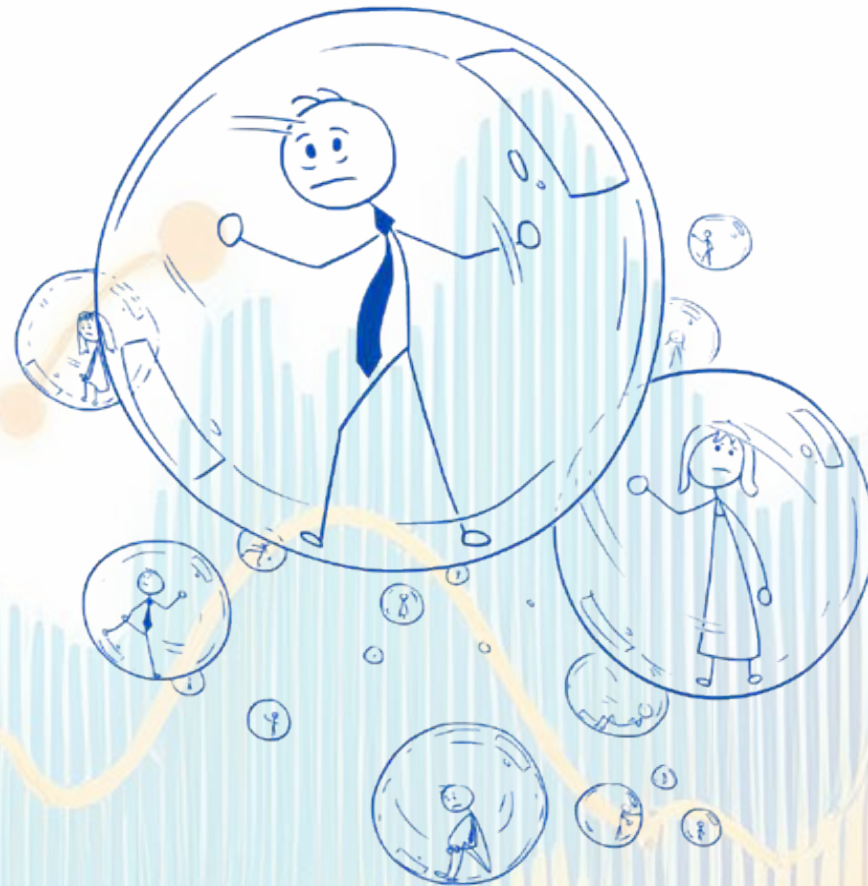


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# INDUSTRY CLIENT PAIN POINTS

-  **Inconsistent data**
-  **Hidden service costs**
-  **Lack of customer care**
-  **Lengthy design process**
-  **Lengthy time to see value**
-  **Low business adoption rate**
-  **Poor software development**
-  **Lengthy time to build addons**
-  **Outdated development ideas**
-  **Specialist operators required**



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# NORALOGIX

POWERED BY OUR CLIENTS



## DATA ANALYTICS

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# WE OFFER PERSONALIZED SOLUTIONS WITH LONG-TERM REQUIREMENTS NOT SHORT TERM THINKING

## **Relevance**

- Flexibility
- Filtering options
- Data visualizations
- Scheduling options
- Sorting and ordering
- Targeted information
- Drill down capabilities
- Customize layout and design

## **Security**

- Restrict access
- Azure Key Vault
- TLS/SSL protocols
- Industry standards
- Implement encryption-at-rest
- Ensure regulation compliance
- Implement encryption-in-transit

## **Clarity**

- Bullet points and lists
- Clear logical structure
- Simplify complex data
- Images, charts, and graphs
- Headings and subheadings
- Formatting and design elements

## **Customizability**

- Report scheduling
- Customizable layout
- Selectable data fields
- Group and summarize data
- PDF, Excel, and CSV export formats

## **Comprehensive**

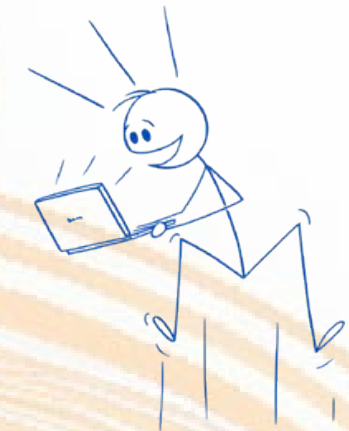
- Metrics
- Forecasting
- Benchmarking
- In depth analysis
- Recommendation
- Executive summary
- Live and historical data

## **Interactive**

Drill down	Sorting
Pivot tables	Filtering
Hyperlinking	Charting
Email delivery	Grouping
Interactive controls	Searching

## **Automation**

- Alerts
- Scheduling
- Integration
- Email delivery
- Report library
- Version control
- Format conversion

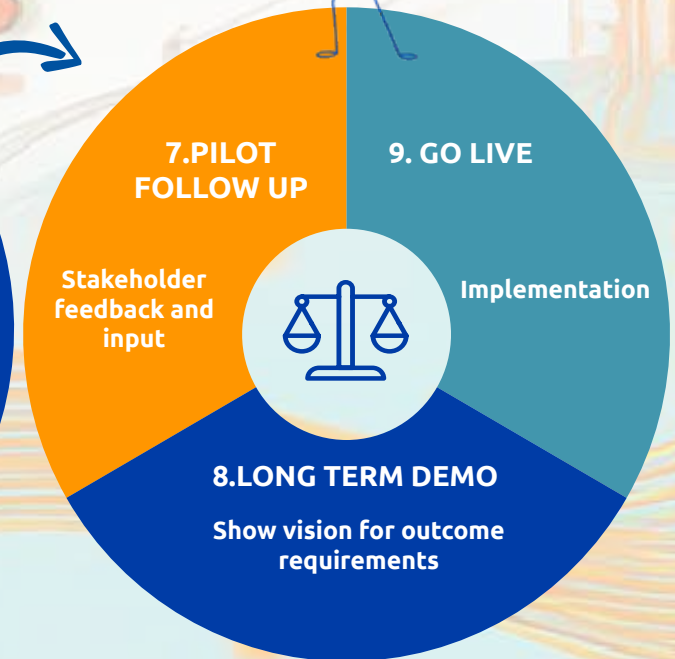
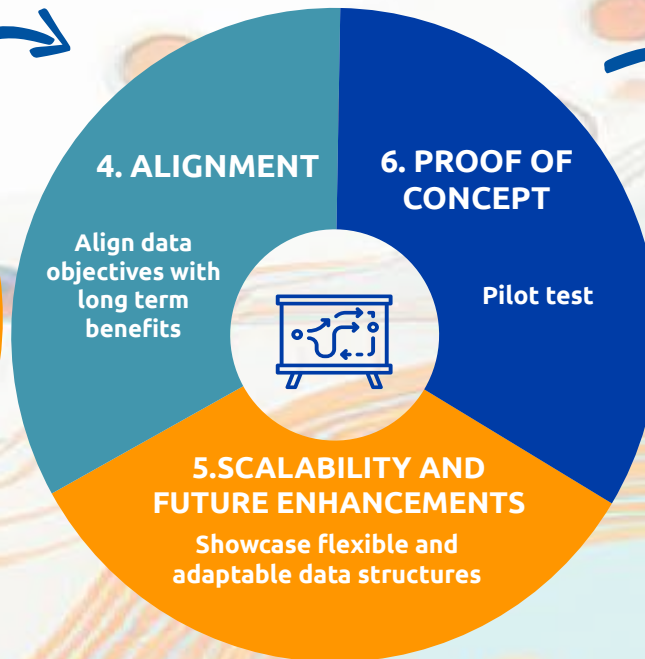
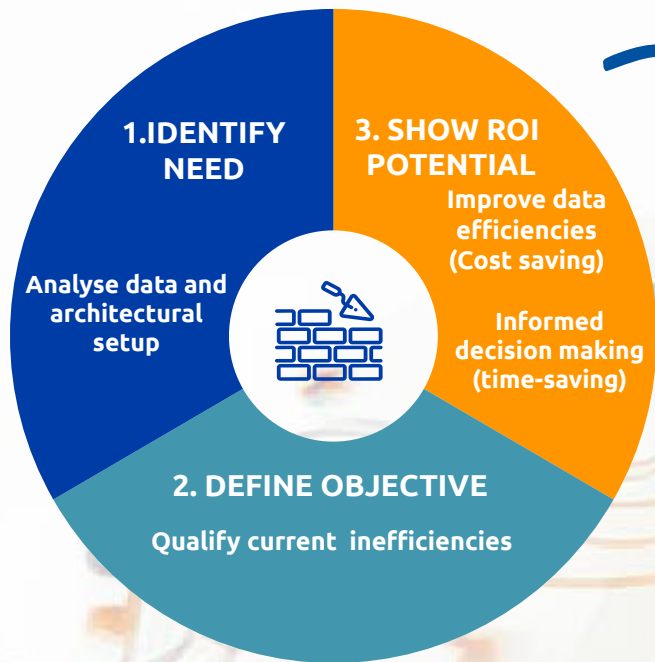


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# NORALOGIX PATH TO SUCCESSFUL DATA ANALYTICS



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**GENESYS  
CLOUD DATA  
APPLICATIONS**

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# STREAMING DATA

## Deliverables

Architecture design and setup

Azure setup

Data ingestion and integration

API integration

- Event streaming and pub/sub architecture
- Error handling and retry Strategies
- Rate limiting and throttling
- Version control and compatibility

## Security and compliance

Restrict access

- Implement encryption-at-rest
- encryption-in-transit
- Azure Key vault
- TLS/SSL protocols
- Ensure regulation compliance
- Industry standards

Scalability and performance

Monitoring and management

## Support and maintenance

Incident management and support

Troubleshooting and root cause analysis

Bug fixes and software updates

Change management and configuration control

Performance optimization and scalability

Security monitoring and compliance audits

Continuous improvement and feedback loop

## Phased timeline approach

Phase 1: Project initiation

Phase 2: Architecture design and planning

Phase 3: Deployment and testing

Phase 4: Support and maintenance

## Visualization

Continuous improvements

Client future growth modelling

## Acceptance criteria

Performance and scalability

Security and compliance

User acceptance testing (UAT)

## Governance

Change management processes

Quality assurance and compliance

Performance monitoring and reporting

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# REPO 361



**SAAS Shared Client Reporting and Dashboard Application**



**24-Hour Preventative support**



**UX QA Trend Analytics**



**Microsoft Azure Client Region Hosted and Secured**



**Monthly cost and time saving**



**Drill Down Reporting**



**Add-On Requerments Suited for client persnizilsation**



**Genesys Premium Application**



**Free Raw Data CSV & API Formatting**



**Live Genesys Cloud Data**

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# GET STARTED!

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