

CORPORATE OVERVIEW

TechRim ITE's simple focus is on delivering high quality, well-engineered software solutions that add measurable value to our clients. Our engineering, implementation and support teams have consistently delivered innovative solutions both quickly and cost-effectively.

PRODUCT SUITE

Speech Analytics Solutions

Voice Verify – Biometric Caller Identification

Voice Verify was designed to maximize security and customer satisfaction while reducing operating and fraud related costs. This voice biometric-based multi-factor authentication tool significantly reduces the number of identity verification questions needed to identify the customer before the agent can begin providing assistance. Voice Verify confirms the identity of a return caller "in the background" while the other identity verification questions are being asked. This results in increased customer satisfaction while lowering costs and fraud risks for the client.

Emotion Detect – Improve Customer Satisfaction

Loyal relationships take years to establish and only one bad experience to destroy. Emotion Detect can help prevent customer dissatisfaction by alerting the contact center supervisor when it detects anger in a customer's voice during a service conversation. Emotion Detect can also be applied to recorded conversations to identify trends (anger, prolonged silence, etc.) and determine where additional training is needed for customer service agents.

Contact Center CRM Solutions

InteleClose – The Ultimate Telesales Intelligence Tool

InteleClose was designed to increase the speed of a company's sales pipeline velocity by fully analyzing a firm's contact database to "predict" the highest value prospects and your fastest closing sales.

I.M.P.A.C.T – The Quality Assessment Tool

We have designed a tool that allows supervisors to assess their team's phone conversation based on a grading scale that measures quality in a consistent manner.

Social Media Solutions

Lead Generation / Account Opening Tools

Increase the number of referrals your business receives with the help of viral marketing techniques and increase the amount of customer accounts from a tech-savvy audience.

CONTACT INFORMATION

New York

500 Fifth Avenue, Suite 1500
New York, New York 10110
Phone: +1.212.994.7365

Detroit

3252 University Drive, Suite 165
Auburn Hills, MI 48326
Phone: +1.248.836.2608

Shanghai

Suite 2307 Shen Ai Mansion
88 Cao Chi Road
Shanghai, China
Phone: 021-54251807

REPRESENTATIVE CLIENTS

Dialogue Marketing, Inc.
Financial Services Centers Cooperative
PSCU Financial Services
Share One
San Diego County Credit Union
Total Member Care (a division of PSCU)

For more information, please
visit our website:

www.techrimite.com

or email:

info@techrimite.com

Business Intelligence Solution

Team Analysis – The Predictive Analytics Platform

The core of Predictive Analytics is to analyze current and historical data to make predictions about future events. By mining your database we can find patterns in the data to *identify risks, spot opportunities, and predict future behavior*. This software can be used in many ways, including collections, sales, and reporting.

Alert Solution

Shout! – The Email, SMS, and Voice Alert System

Shout! was designed to communicate to a limitless number of clients or employees by their preferred method of contact, delivering messages via voicemail, SMS, e-mail or all three.

Knowledge Base Solution

Knowledge Base – The Search Engine Logic Tool

Knowledge Base organizes information about your financial institution's products, policies, procedures, locations, events, rates and promotions within a single, easy-to-use database. As a result, internal and external users can find answers to basic questions on their own while you reduce incoming e-mails and phone calls.

INTEGRATION

We have found that most firms prefer to leverage their engineering resources for strategic projects and outsource most integration activities. The TechRim ITE team can quickly assess how to most effectively integrate systems leveraging any communication protocol and any message format.

- Web Service-based Applications
- EFT (ATM & Shared Branch)
- Maunframe & Proprietary Systems
- Core Data Processing Systems (Credit Unions & Banks)

CUSTOM DEVELOPMENT

Many of our clients treat TechRim ITE as an internal development and support team that can help them deliver solutions to their business units quickly and cost effectively. Using this partnership model companies can quickly scale up or down and focus their valuable internal engineering resources on the most strategic portions of their business. We have extensive experience creating custom applications in the following areas:

- CRM/Contact Center
- Mobile
- Speech Analytics
- Teller
- Social Media
- Lending

CUSTOMER QUOTES

“TechRim ITE has not only added significant value to many of our client programs, but throughout our entire organization. Despite the complexity and large scope of the CRM integration, TechRim ITE delivered a first-class product that has gone well beyond our client's expectations...”

– Brian Poelman
VP of Dialogue Business Solutions

“TechRim ITE has far exceeded my expectations in delivering quality code, on time, and efficiently with each and every request. It is their consistency and quick response that sets them apart in the market place. The individuals are professional and courteous and I look at them as a partner, not just another vendor. I am certainly glad we are able to leverage their developers, which has allowed us to provide premier financial technology to our Credit Unions.”

– Sheila Fenton
*Product Manager,
PSCU Financial Services*

For more information, please visit our website:

www.techrimite.com

or email:

info@techrimite.com