

Close the gap between your remote and face-to-face customer service quality with Six Facet

All the benefits of face-to-face collaboration, without the logistical or cost overheads

Whether it's to negotiate a new contract, work through an issue with a service technician, collaboratively review paperwork, or even discuss a public safety alert, customers and employees expect to have reliable and effective digital services at their fingertips. Relying on face-to-face communication can be time-consuming, inconvenient and costly for any organisation that is regularly dispatching workers into the field.

Give your people the tools they need to work together – seamlessly and securely – from any location, and in real time.

The shift to remote working has seen a dramatic rise in the adoption of video-based communication tools, yet many of these solutions lack the sophisticated co-collaboration and screen-sharing facilities which important customer interactions require. Without the right tools, it can also be hard for businesses to extract the information they need to meet growing compliance requirements, especially in heavily regulated sectors such as government and finance. Organisations that require customers to travel into a branch to sign a form that could otherwise be signed virtually are missing crucial opportunities for efficiency and innovation, while damaging their brand reputation.

This is where Six Facet's Co-Browsing and Editing solution, COBE, can help.

COBE gives organisations the ability to interact with customers, citizens or even employees in a way that replicates a face-to-face meeting.

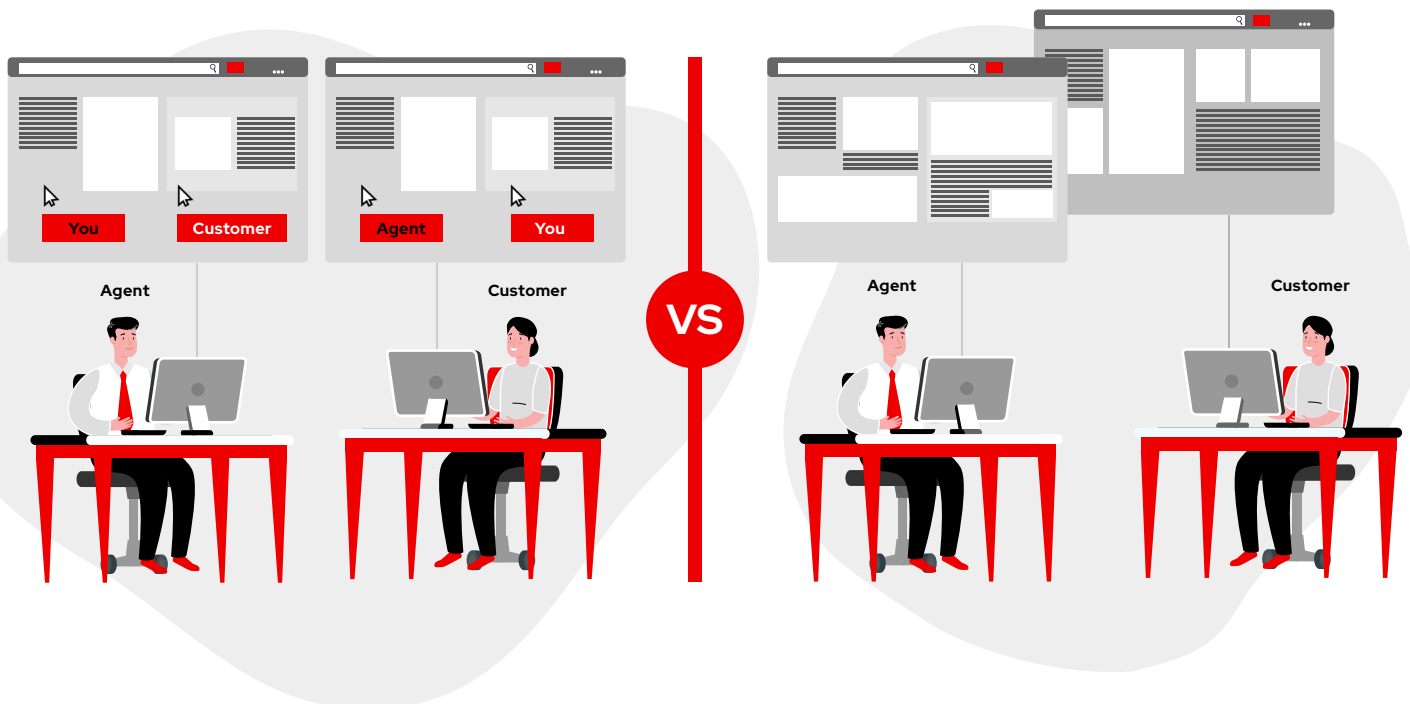
Improve customer service and enhance customer loyalty

Built on Red Hat® OpenShift®, COBE is a robust virtual communication solution which facilitates secure and seamless digital co-collaboration --allowing all contributors to edit information simultaneously, on the same screen.

Accessible via a browser or mobile app, COBE gives organisations or governments the ability to interact with customers, citizens or even employees in a way that replicates a face-to-face meeting – eliminating travel time and allowing for more flexible scheduling of service requests or appointments. People can work together to input data, upload documents, and sign simultaneously via their own devices, from any location. COBE also provides important control on specific data fields, masking confidential details and enabling annotations on data windows. Clients and customers can communicate seamlessly through video, voice or chat tools throughout the session.

Why choose COBE for your organisation's collaboration?

- **Co-collaboration** – COBE enables multiple parties to upload documents and edit material simultaneously, via their own device. This is essential for contract negotiations or co-authoring of legal documents. Parties can also communicate via video, voice or text.
- **Recording for compliance** – all sessions can be recorded and retained for compliance, review or training purposes.
- **Security** – all sessions are password controlled, and access control can be implemented on specific data fields--protecting important information with data masking. Screen sharing can be suspended to obscure sensitive information.
- **Support for multiple devices** – clients can connect using a browser running on iOS and Android phones and tablets as well as PCs and laptops. COBE can also be used on kiosks to facilitate self-service.
- **Flexible, open-source platform** – as COBE is built on the Red Hat OpenShift platform, it is flexible, agile and can rapidly adapt to new compliance requirements, regulatory changes, emerging Identity standards and more.
- **Cost-effective and flexible pricing model** – organisations have the option of choosing between a one-time license (with additional charges for installation, set up and annual maintenance and support), or a per-user subscription-based payment.
- **Certainty** – the Six Facet team has extensive experience delivering solutions for various sectors, including government, finance and telecommunications.

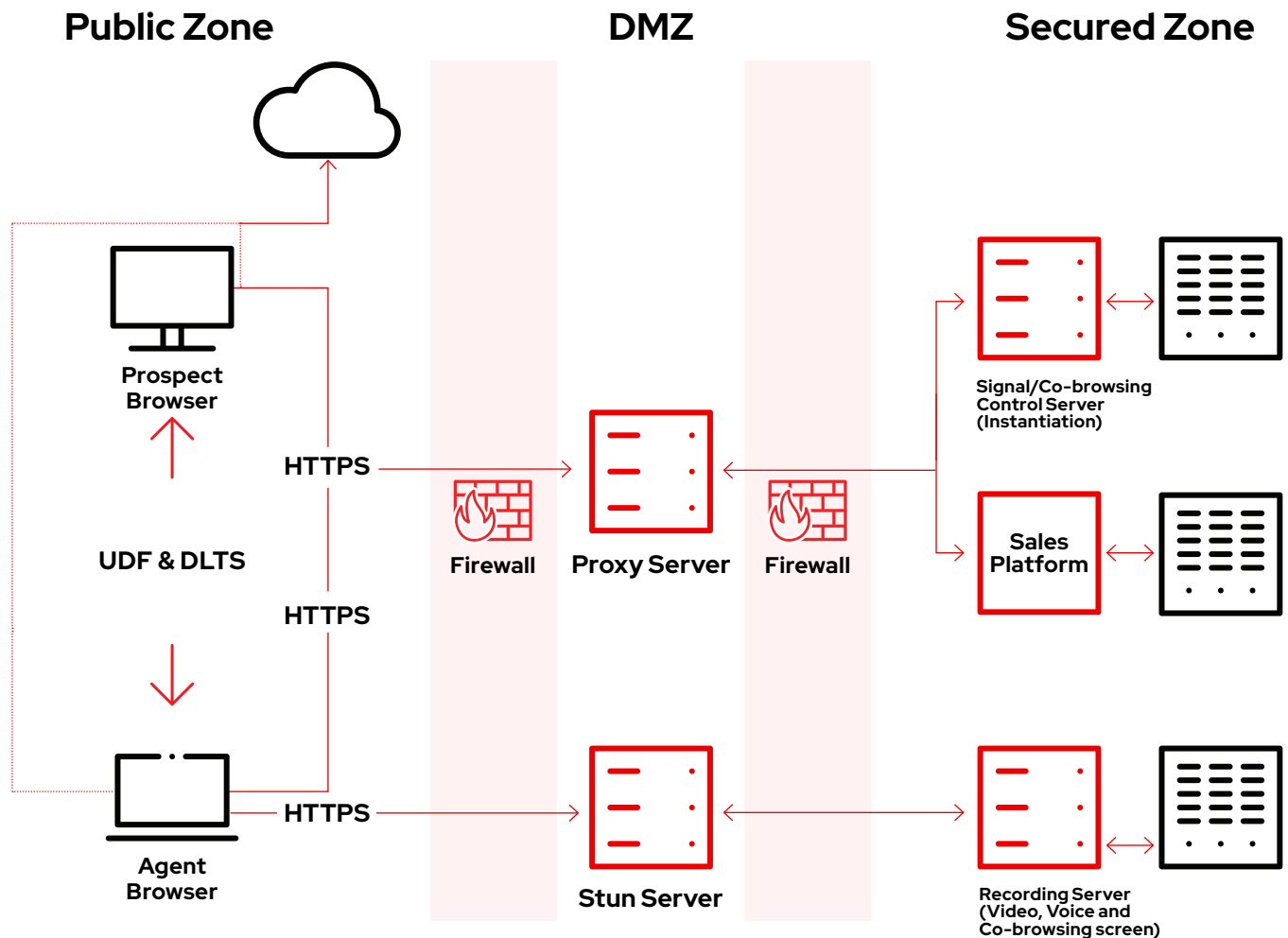




Red Hat



Every day, COBE is used to manage approximately 500 sessions relating to insurance sales orders and provide virtual assistance for around 30,000 customer support cases.



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