

illation



Company Profile





Who We Are

Illation (n):

A conclusion or opinion formed on known facts.



Living in an age of communication and information has led to a culture where customer expectations for CX are higher than ever before. Customers expect easy access to communicate with your business via a variety of communication channels such as email, phone, social media and web chat.

At Illation, we help you deliver on customer expectations with modern CX solutions. Our solutions are made to facilitate one of the most important driving factors in your business – communication.

From IPPBX solutions for back-office, to contact centre, omnichannel and analytics. We help you improve your company communications so you can grow your customer confidence through better service.

Join the digital transformation and create a customer-centric company culture. Stay on top of trends and ensure your business is future-proof! Our team of specialists know how to create CX strategies that keep businesses at the forefront in customer service and enterprise communication.

We work with some of South Africa's leading brands, offering unbeatable customer experience and contact centre solutions. Our dedicated team of business analysts, engineers and architects work to create solutions that fit your business needs from the ground up. By combining software from our analyst-rated partner companies, we work with each customer to create a CX solution that caters to a broad variety of needs and fulfils all necessary criteria. Our solutions are customisable, scalable and highly suitable for a variety of business applications.

Diverse Solutions Offering

Illation partners with leading global analyst-rated technology providers to offer a range of carefully curated, versatile and customisable solutions, with a specialised focus on enterprise multimedia contact centres and enterprise IP telephony.

Our broad product suite caters to all types of communications and enables the dynamic management of multimedia interactions, while also enhancing workforce mobility, and improving security and compliance.

We combine our world-class technology with an uncompromising commitment to customer relationship management, expert engineering capabilities, as well as our dedicated technical and support teams to deliver compelling service that gives clients a competitive market advantage.



Our Team

Our expert team collectively boasts over 100 years of experience in contact centre design, deployment and support. Our product, pre-sales, and engineering teams have a deep product understanding, technical certifications, architectural knowledge and industry expertise that spans vertical sectors and businesses of all sizes. We take pride in our ability to fuse innovation and experience to meet our customers' unique requirements.

Our scalable, standards-based architecture for technologies like SIP, and our ability to integrate our solutions with other business systems, makes our deployments significantly quicker and easier, and ensures that customers benefit from the freedom that true integration provides.



Market Segment



Illation offers expert advice, regardless of the size of your contact centre. We have implemented ICT solutions across the business spectrum, from SMEs with five seats to massive corporates with thousands of seats.

We also cater to all vertical markets, including finance, insurance, manufacturing, BPO services providers, hosting providers, courier companies and online retailers.

Our aim is to deliver the best ROI by assisting customers to fully leverage the latent product potential in their existing ICT environment.

B-BBEE Status

Illation is currently a level 2 BEE contributor.





Partners

We partner with the following best-in-class, global industry leaders:

AVAYA

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VERINT


zendesk


VIRSAE


infobip

GEN
analytics & artificial intelligence

 **Callbi**
Speech Analytics

eGain[®]

BullTech

varikill

 **PIVOTAL**

NICE[®]

onevault
SECURE FOR LIFE

QVOICE

 **flowgear**

 **monday.com**



AVAYA

Avaya Holdings Corp. (NYSE:AVYA) was recognised as a market leader in 2019 as Gartner's Peer Insights Customers' Choice for Unified Communications. Through open, converged and innovative solutions, Avaya takes intelligent experiences to new heights. Avaya's IP Office is an all-in-one communications and collaboration solution with a single app for voice, video, messaging, conferencing and calendar. The seamless user experience elevates employee productivity on any device, from any location, while enhancing organisational communication and collaboration capabilities to boost customer satisfaction. The solution is supported across cloud, on-premise or hybrid deployment models, with the ability to migrate across environments on demand. Illation is proud to have obtained our Avaya Diamond partner status.



zendesk

Zendesk is a technology company based in San Francisco, California. It offers its sophisticated help desk-based customer service application as a SaaS solution. The foundation for Zendesk's CEC application combines a customer communication hub strategy with engagement orchestration features. Zendesk generated \$598 million in revenue during 2018, based entirely on its CEC offering, and is rated as a Gartner Leader due to its growing customer base, which is expanding faster than any other vendor in this market, along with its pace of innovation and its global success.

Verint Systems Inc. is a global leader in actionable intelligence solutions. Actionable intelligence empowers organisations by analysing massive amounts of information to provide crucial insights to better anticipate, respond to and act in today's dynamic marketplace. Verint empowers organisations of all sizes, across multiple industries to make more informed, timely and effective decisions.

VERINT

Verint's customer engagement solutions help organisations simplify and modernise how they interact with customers through their contact centre, branch, back office and marketing departments.

Verint also provides security and intelligence data mining software. Its broad intelligence-powered security product portfolio is deployed in over 100 countries, helping government, critical infrastructure providers and enterprises to neutralise and prevent cyber terrorism, crime and cyber attacks. Verint's data mining, advanced analytics and machine learning technologies help automate, accelerate and successfully complete investigations, while reducing dependency on cyber analysts and data scientists.



GEN 
analytics & artificial intelligence

Genii specialises in business-wide analytics through its analytical QA modules and interaction analytics insight engine. The company helps B2C companies improve customer experience (CX), sales, retentions and collections by extracting deep customer insights from all customer interaction channels, including voice, email and chat. Genii provides customer technology solutions, artificial intelligence (AI) and machine learning solutions to Top 500 companies within the financial services, telco, healthcare, insurance, automotive and retail sectors.


VIRSAE

Virsae is a call monitoring company based in New Zealand. The company provides advanced call monitoring capacities through its primary solution, Virsae Service Management (VSM). Providing interaction insight in unified communications and contact centre settings, VSM possesses the capacity to collect and process data on a large scale. AI analytics, automation, workflows, reporting and notifications ensure early intervention is possible to keep voice systems operating flawlessly.


infobip

Infobip is an international IT firm specialising in Communications Platform as a Service (CPaaS). Delivering a full range of business communications and customer experience solutions, Infobip boasts integration with popular instant messaging platforms such as WhatsApp and Messenger. Every aspect of customer interaction can be easily managed and provided for through Infobip's diverse offerings such as web chatbots, customer profiling, cloud contact centre solutions and more.

aheeva

Aheeva (based in Montreal, Canada) specialises in creating full-spectrum contact centre solutions. Allowing for on-premise or cloud-based implementations, Aheeva's solutions are built with all the necessary capabilities to operate effective, flexible, omnichannel contact centres.



Pivotal Data is a specialist provider of contact centre and enterprise communication solutions. They assist organisations of all sizes by consulting, implementing, maintaining and managing solutions that simplify complexity and create agile, customer-centric organisations.

Their solutions provide customers with the ability to make every interaction engaging, insightful and profitable, helping grow businesses and improve competitive market positions.



Onevault is a local South African company providing security solutions in the form of AI-powered biometrics authentication. Solutions are capable of supporting contact centre requirements, such as passive and active voice biometrics. This could serve as a valuable means to facilitate the customer experience in the contact centre through caller authentication and the ability to provide self-service options for changing passwords and other personal information.



Callbi is a local South African speech analytics solution with the unique ability to record and analyse customer interactions in English, Afrikaans, isiZulu and Sesotho. Another key benefit of Callbi speech analytics software is that, as a recorder agnostic solution, no integration with existing platforms is required. Benefits extend to capabilities such as speech-to-text to allow for optimal analysis of every contact centre call.



BullTech is a specialist company providing network, telecommunications and Linux solutions. Their offerings include VoIP minutes and SBCs, PABX and UC products, networking and security solutions, contact centre solutions and custom-built Linux clusters. Through harnessing top skill within the ICT sector, BullTech is fully capable of both new deployments and support of existing environments.



Qvoice provides a cloud-based telephony solution with the competitive advantage of unified communication capabilities. Seamless access of business communications across desktop and mobile allows for improved remote access, assisting work from home mobilisation and enhanced convenience for the whole team.

The logo for eGain, featuring the word "eGain" in a bold, black, sans-serif font with a registered trademark symbol.

eGain is a California-based company providing cloud-based, omnichannel customer engagement solutions with enhanced features to facilitate efficiency within contact centre environments. Features include lifelike AI agents capable of transferring calls after receiving initial requests, webchat support, multi-channel integration and powerful analytics tools. With over 20 years in the customer service industry, eGain has garnered a large customer base that includes leading companies across a number of industries.

The logo for Monday.com, featuring a colorful icon of three slanted bars (red, yellow, green) followed by the text "monday.com" in a black, sans-serif font.

Monday.com provides an easy-to-use project management platform. One workspace allows for simple collaboration among different team members and better project tracking. Solutions can be tailored to fit specific requirements within different industries, allowing for optimal efficiency in any work environment. Trusted by leading brands globally, Monday.com offers an improved way to monitor workflows, create automations and improve overall productivity.

The logo for Flowgear, featuring a stylized teal icon of a gear or 'G' followed by the text "flowgear" in a black, sans-serif font.

Flowgear supplies specialised APIs that allow for effortless integration of various applications. With Flowgear, integrations can be achieved without the need for coding, ensuring better turnaround times and less demand on human resources. With over 200 pre-built connectors supporting major applications such as Zendesk, WhatsApp, Sage and more, setting up an efficient environment couldn't be easier.

The logo for Varibill, featuring the word "varibill" in a black, sans-serif font with a colorful dot matrix pattern above the 'i'.

Varibill provides flexible billing solutions that are catered to billing requirements within ICT environments. Their billing system allows for automated invoicing, either according to fixed usage, or variable invoicing based on client usage. Invoicing can be calculated based on usage time, or per unit. Varibill's solution is ideal for organisations looking to save time and human resources, all while eliminating the risk of human error within their billing systems.




Contact illation

illation would value the opportunity to engage with you regarding your technology requirements. Don't hesitate to contact us to learn more about how we can help you grow your customer confidence and improve efficiency within your company.


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