

**emerico**

connect / engage / interact

# Seamless Customer Experience Solutions

Driving advanced connectivity and engagement between businesses and their customers through smart digital solutions and innovative technology platforms



Replacing business barriers with connectivity bridges





**Innovative** customer experience solutions that drive connectivity, engagement and positive interaction.



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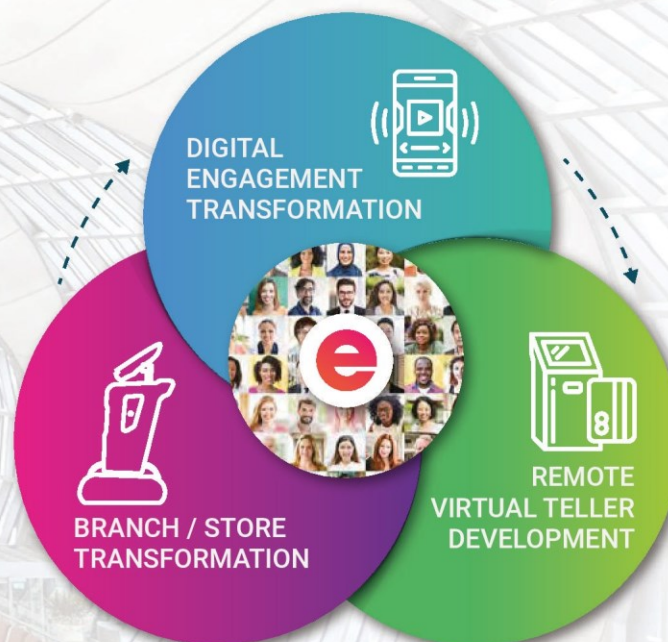
**Emerico** offers an **end-to-end solution for customer experience** – our aim is to effectively enable your customers to make more key interactions that deliver you greater levels of business.

We have an extensive portfolio of smart digital solutions and innovative technology platforms that deliver opportunities for you to enhance your customers experience, supported by comprehensive success services and consultancy that can ensure maximum project efficiency and cost savings.





# Seamless Customer Engagement Solutions



## Connect



when and where your customers need

## Engage



effectively through smart digital  
solutions and innovative technology  
platforms

## Interact



without barriers, create connectivity  
bridges to business opportunities

Enhanced customer engagement  
24 Hours, 365 Days

# COMPANY PROFILE

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Company Name	Emerico Sdn. Bhd.
Registration Number	1007269-W (201201022777)
Date Incorporation	2012
Company Address	C-39-6, Block C, 6 <sup>th</sup> Floor, No 72A Jalan Profesor Diraja Ungku Aziz, Jaya One, 46200 Petaling Jaya, Selangor.
Website	<a href="https://emerico.com/">https://emerico.com/</a>
Contact Details	<a href="mailto:info@emerico.com">info@emerico.com</a> 03-79600572 (Phone) 03-79600573 (Fax)

# EMERICO COMPATIBILITY

## Patents



MYIPO (Malaysia)



DPMA (Germany)



JPO (Japan)



IPOPIL (Philippines)



DIP (Thailand)



IPOS (Singapore)



SIPO (People's Republic of China)



KIPO (Republic of Korea)

## Compatibility



Made for iPad with worldwide patent.



Designed for Windows with worldwide patent.



Designed for Android with worldwide patent.

# EMERICO AWARDS & CERTIFICATION

## Some of our Awards



**THE BIZZ**  
"World's Inspirational  
Company" Award



**BID World Quality  
Commitment Award**



**Europe Business  
Assembly (EBA)  
Best Enterprises Award**



**ESQR European Award  
for Best Practices  
Award**

## Core certifications



**PA-DSS Validated v3.2**  
(17-02.01133.001)



Certificate Number : MY17/02512

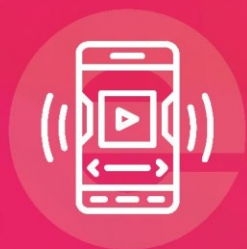
**UKAS ISO 9001 2015**  
(MY 17/02512)





# Your Customer Experience Engagement Opportunities

By partnering with Emerico, you can provide a seamless end-to-end customer experience from personal device engagement through to full branch transformation.



## Digital Engagement Transformation

- + Digital banking / payment and transaction solutions
- + Digital connectivity services
- + Mobile point of sale



## Remote Branch / Teller Development

- + Self service virtual teller machines and interaction equipment
- + Virtual branch equipment and software
- + Counterpoint equipment and software



## Branch / Store Transformation

- + Storefront self service virtual teller machines and interaction equipment
- + Point of sale technology and software
- + Autonomous self service engagement solutions

# Digital and Technology Platform Integration

**Your customers** deserve an engagement solution that enables them to simply and quickly acquire what they need and when they need it. Emerico's end-to-end seamless integration between digital and technology platforms ensure you can capitalize on all customer

experience opportunities to enhance engagement and generate more interaction with your customers. You can utilize Emerico's knowledge and experience by utilizing our supporting consultancy and success services portfolio.





# Consultancy & Success Services

**Emerico** provides a portfolio of consultancy and success services. With cross industry, global and multi-customer experience we can align our strengths with yours to efficiently deliver the project requirements and deliveries that ensure great results and cost savings.



## Consultancy

- + Customer experience analysis
- + Conceptual experience design
- + Requirement assessments
- + Future readiness
- + Process & technology optimization



## Success Services

- + System customization
- + System integration / implementation
- + Staff training solutions
- + System installation
- + IT solution services





Certificate Number : MY17/02512

# alexis: Our Digital Transformation Platform

Alexis is our smart software platform, a digital transformation tool that ensures the effective provision of a seamless customer experience. From the end users device through to our autonomous customer

engagement machines Alexis is at the core, shaping the customer experience to ensure maximum connectivity, engagement and interaction. Positioning Alexis alongside our range of technology platforms delivers an immersive end-user experience.







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# Seamless Customer Experience Solutions

emerico's connected world of happy customers

explore [emerico.biz/solutions](https://emerico.biz/solutions)