



SINCE 1995

iTouch is a leading communications expert, in Africa and beyond

A pioneer of value-added services and messaging products since 1995, we provide wholesale solutions to over 400 clients across the banking, corporate and retail industries.

Most of our clients have been with us for over 20 years.

We strive to understand your business inside and out so that we can support your business needs by providing value-adds that'll ultimately benefit your bottom-line. What sets our service apart?



Scalable capacity.



Fast throughput.



Bespoke communication platforms.



A customer-centric approach that makes us immediately responsive to your needs.





WHY CHOOSE US?



WHY CHOOSE US?
WE DELIVER YOUR MESSAGE



Our founding members are industry leaders. Waheed Adam sits on the global board of the Mobile Ecosystem Forum (MEF). Greg Brophy is the chairman of Wireless Application Service Providers' Association (WASPA). Both were instrumental in creating the Fraud Framework document in messaging, used as a Global Standard.



Our high-performance messaging platforms delivers SMS, Email, Rich-Media Messaging, Active Voice Messaging, etc., **covering over 800 operators in 160 countries.**



We're experts on Africa. We understand the complexity of communication across the continent.



We're trusted and certified by leading banks.



Our **data security** complies with POPI and the GDPR.



We're a **BBBEE Level 2**



**OUR CORE
PRODUCTS**



Mobile Enterprise
Communication



Hyper-personalised
Customer Journey



Rewards Programs



Digital Banking



Sim Swap and NCP Fraud



Mobile Virtual
Network Operator Services



ENTERPRISE MESSAGING

SMS

One-Time-Pins (OTPs) and transactional messaging securely delivered via our direct connections. We provide several enterprise solutions and integration options.

Email

- Secure
- Personalised
- Custom campaign template
- Scheduling
- Reporting and analysis

Number Context

Mobile number validation solutions, ideal for database cleaning.

USSD

A flexible mobile communication tool to connect directly with your client database across all networks and handsets.

Voice

Create and send communication messages at scale, via an automated calling service.

Short Codes

Provide services and information 24/7.



RICH MEDIA MESSAGING

RMS and EMS

Interactive, password-protected SMS protocol.
Send rich media campaigns to improve customer interaction.

Securely send insurance policy schedules, invoices, statements, and pay-slips
Supports feature and smartphones.

MMS

Add multimedia content to your communications.

RICH COMMUNICATION SERVICES (RCS)

Start group chats, send video and audio messages, and high-res images.

Receive read receipts.

See real-time responses being typed.



THE CUSTOMER JOURNEY

Our **SMART** communication platforms lets you craft the customer journey to measure touch points along the way for increased sales.

- **SMART data management**, using an enterprise version of a data management platform (DMP).
- **SMART customer profiling**, with precise targeting to deliver a 360-degree view of the client.
- **SMART data culturing** to collate, refine and model data for hyper-personalised communication.
- **SMART reporting** with contextual customer information to measure your current success and accurately forecast future performance. Get metrics that matter.



OMNI CHANNEL MESSAGING PLATFORM

- SMS, Email, Automated Voice Communication, Airtime and Data provisioning (sales and rewards programme) from one cloud-based platform.
- Map out a unified customer profile.
- Segment client database per campaign strategy.
- Upload existing templates.
- Deliver targeted content with cohesive messaging.
- Benefit from higher engagement and customer loyalty.
- Dynamic reporting.

Email Channel: With comprehensive reporting, personalised template creation, storing and scheduling.

SMS Channel: With real-time reporting dashboard, prepared file or message composition tool and scheduling.

AVM Channel: With voice messaging, mobile and landline reach, data collection and reporting.

Airtime and Data: Airtime and Data provisioning

Our Digital Banking Suite seamlessly integrates into your core banking offering. It gives you an aggregated financial overview using AI, budgeting tools and goals management.

Dashboard

360-degree overview of a user's personal finances.

Income & Spending Analysis

Organises historical transactions into interactive visualisations.

Budgeting

Creates monthly budgets for users' spending categories and updates these in a bar chart.

Transaction Details

Users can view, filter, rename, split and add tags to their transactions.

Peer Comparison

Users can anonymously compare their financial behaviour with peers.

Cashflow Analysis

Provides a visual analysis of cash flow over time.



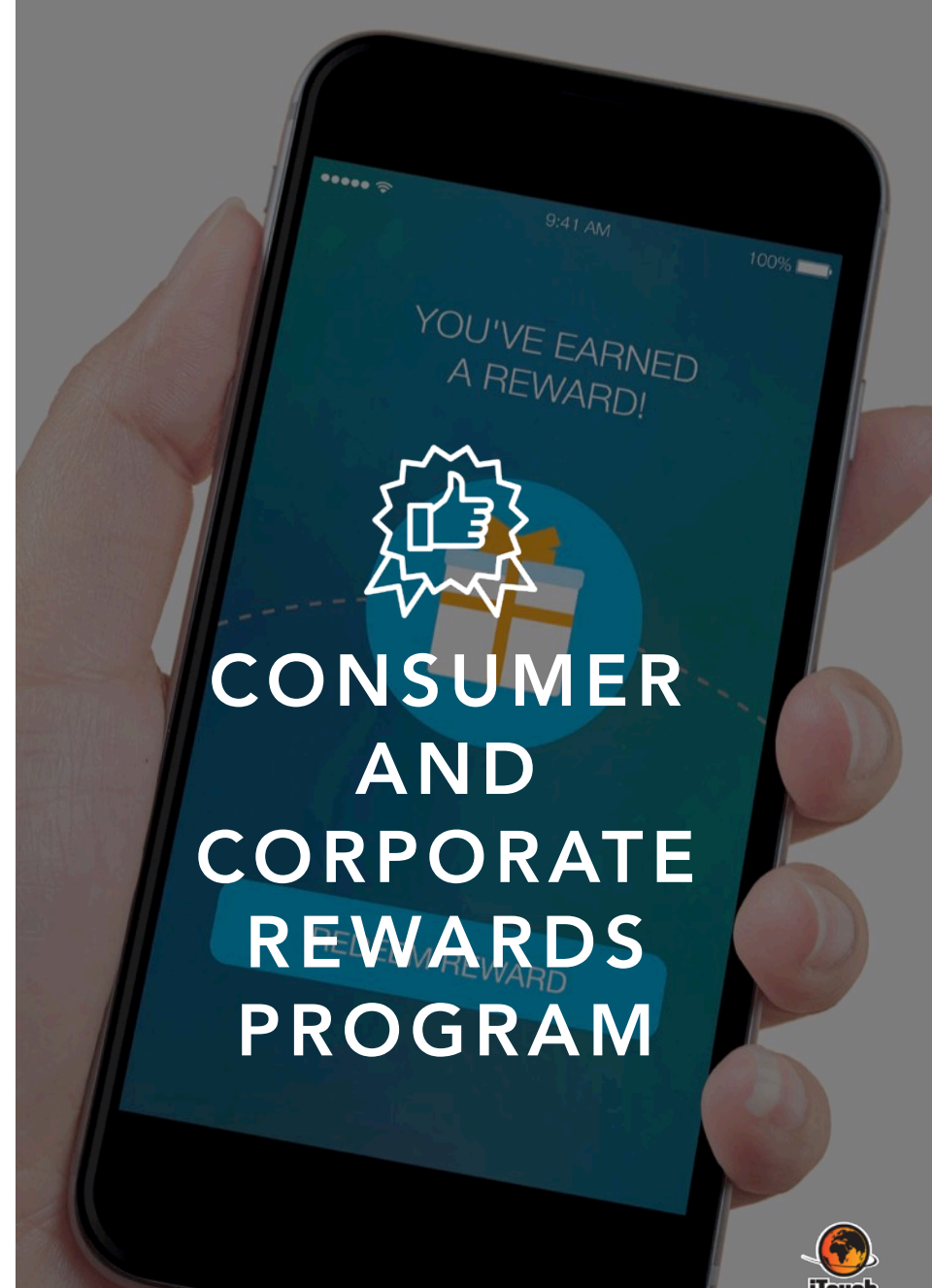
Improve customer retention by providing value-added services:

Corporate Connect

Enables corporates and banks to provide a cloud-based, omnichannel, bulk-communications online portal where corporate clients' staff can redeem performance awards. Opportunity to include voice, VOIP and data services, plus Air and fibre connectivity, and IoT fleet management.

Mobile Portal

Allows corporates and banks to enable clients to obtain various club subscriptions, purchase airtime at wholesale prices, access educational games, and numerous other rewards.





SIM-SWAP AND NO-CARD PRESENT FRAUD

SIM swap and credit card fraud cost businesses millions each year. Our **Connect's** service provides a level of security beyond that delivered by mobile apps.

Sim Swap

We provide organisations with an isolated, third party authentication channel on any mobile device for world-class authorisation, access and authentication services.

No Card Present Fraud

Our technology functions like a vault in the mobile device and will enable the user to have access to the best encryption, secure storage and two-factor authentication in the world. This technology will be applicable to financial and social media platforms and will provide EMV-grade security for sensitive actions. The same solution also provides bank-grade security to all cryptocurrency.

Having a viable MVNO strategy means that you have a:

- Differentiated proposition targeted at offering better value to your loyal customer-base.
- Converged proposition, including both telecoms & core brand features.
- Long-term strategic partnership with host network, focused on mutual benefits.
- Enhanced digital customer experience.
- Improved existing distribution & consumer credit relationship.
- Converged benefits across the commercial, operational and customer relationship.



MOBILE VIRTUAL NETWORK SERVICES

OUR COMPANIES



ORGANISATIONS WE BELONG TO



TESTIMONIALS:

“Our group has been using iTouch since 2021 and until today we can only recall competent service and advice throughout our relationship. iTouch have always conducted themselves professionally and when needed have gone the extra mile. Pricing has always been competitive, and billing always correct and on time. Over the years we have developed a close working relationship with mutual understanding of requirements from both a supplier and customer perspective. Long may this rare association last!!”

-National Retailer

“It is always a pleasure working with the iTouch service team, as they always provide best advice and solutions (USSD and SMS services) that work well for our company and its entities. The team is very efficient and effective, and I appreciate their willingness of going an extra mile when needed.”

-National Insurance Company

“iTouch have been a trusted service provider for our group for many years. Their partnership mentality ensures that they are always proactive in terms of communication while dealing with operational issues swiftly and efficiently. They really do ‘listen to the client’ and provide us with a great service at a great price.”

-International Banking Client



THANK YOU