iTouch

SINCE 1995

iTouch is a leading customer communications expert, in Africa and beyond

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

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

iTouch is a reliable and trusted partner for your business future, ensuring seamless communication channels, be it Rich Messaging, SMS, Email and USSD, via an API connection, or multi-channel platforms.

Bespoke communication platforms.

Scalable capacity for large enterprises.

Fast throughput.

Bank-grade security.

Our founding members are industry leaders. Waheed Adam serves on the global board as Vice Chairperson of the Mobile Ecosystem Forum (MEF). Greg Brophy was the founder, and again recent chairman of the Wireless Application Service Providers' Association (WASPA) both in South Africa and Nigeria. Both were instrumental in creating the Fraud Framework document in messaging, used as a Global Standard.

Our high-performance messaging platforms delivers SMS, Email, RCS (Rich Communication Services), AVM (Active Voice Messaging), USSD & Data, **covering over 800 operators in 160 countries.**

Customer Communications Expert for Africa, since 1995. 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**
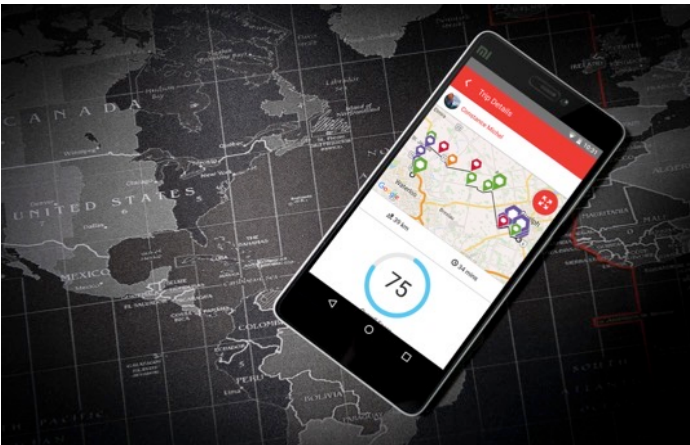
OUR CORE PRODUCTS

Mobile Enterprise
Communication

Rich Messaging

Multi-channel
communication platforms

Security Solutions
Mobile Virtual Identity

Voucher Management
Services

Mobile Virtual
Network Operator Services

iTouch

ENTERPRISE MESSAGING

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

Email
- Secure
- Personalised
- Custom campaign template
- Scheduling / A / B Testing
- Reporting and analysis

Number Context
Mobile number validation solutions, ideal for database cleaning, a direct saving.

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 MESSAGING

Rich Communication Services (RCS) - NEW

With the continent embracing RCS in 2024 iTouch is amongst the first to bring RCS to you.

Google verified messaging using an IP protocol will feature your brand, and rich-media message - building consumer trust, reducing fraud, and creating a richer user experience for an improved ROI.

MMS
Add multimedia content to your communications.

RMS
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.

www.itouch.co.za

MULTI-CHANNEL MESSAGING PLATFORM

- SMS, Email, RCS, and 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.

RCS Channel - Brand new in SA: Improve your ROI with a trusted and rich media channel. Receive "read" receipts to assist in improving future campaigns.

Airtime and Data: Airtime and Data provisioning.

iTouch

iTouch's Definitive Way To Mitigate Fraud

iTouch have created a universal solution to combat digital fraud through years of research and development. We began this journey in 2015 and produced a solution that will place bank-grade security into the hands of all online users.

The result is an immutable, reputable and above all distributed identification / authentication that will become a valuable asset for any financial institution.

"A Solution that will place bank-grade security into the hands of institutional customers"

- Provide an immutable distributed mobile identity
- Authenticate device credentials
- Deliver encryption/decryption of SMS, USSD and Data services end-to-end

MOBILE VIRTUAL IDENTITY (MVI)

Provide Your Customers With Airtime, Data, Electricity, and / or Discount Vouchers

- The iTouch VMS is a software as a Service (SaaS), fully managed platform. It can provide vouchers for multiple service providers including but not limited to MVNO's, MNO's, Banks, Retailers and Enterprises.

- API Integration

- Web-based administrative console for;
  - Creation of vouchers
  - Comprehensive reporting
  - Voucher audits
  - Multiple currencies

- Pinned and pinless vouchers

- Enhanced digital customer experience.

- Earn instant rebates – a new revenue stream for your business

VOUCHER MANAGEMENT SERVICES (VMS)

Having A Viable MVNO Strategy Means That You Have a:

- Differentiated proposition targeted at offering better value to your loyal customer-base, made possible by an alternative network relationship - MTN

- 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

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

ORGANISATIONS WE BELONG TO

iTouch

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