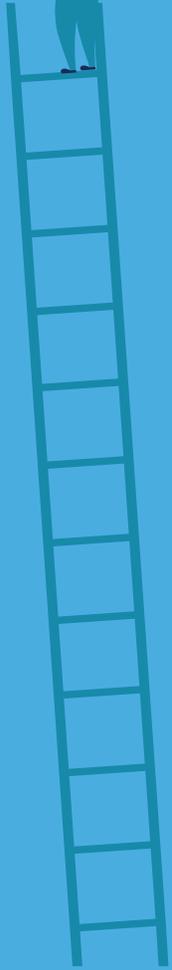
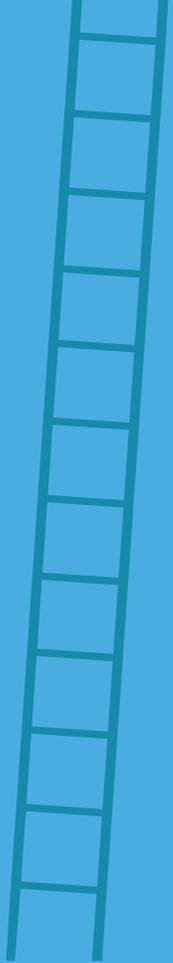
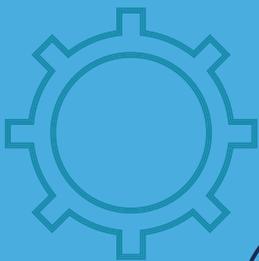


InfoLink^{exp}[®]



SCALE Smart

WE ABSORB COMPLEXITY





Why Are We Here?

Imagine that your company is a Jenga tower.

Each piece of the tower is essential to keep it standing. You must be selective on which piece you have to move next to continue growing. Founders work hard to get investors. The product design team works hard to create a good product. Marketing and Sales put in a huge effort to get customers. Then comes support.

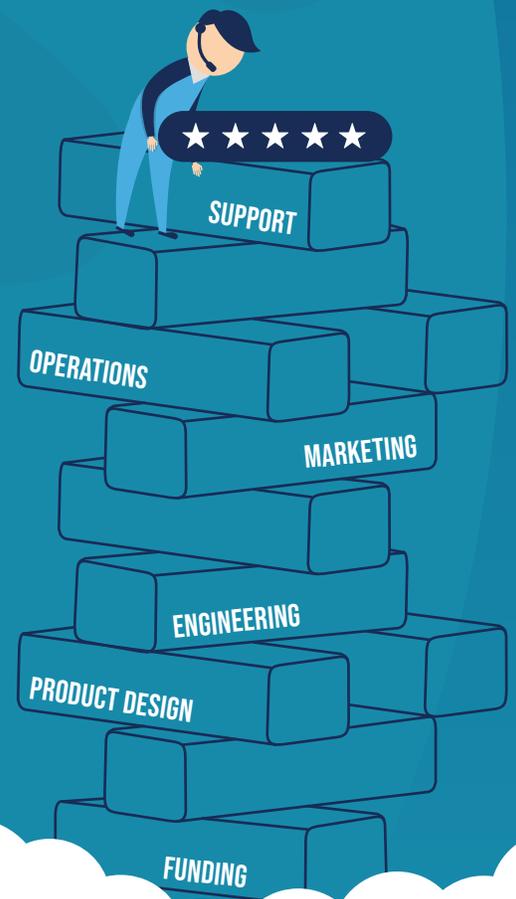
Supporting your customers and working on retaining those customers is a critical piece as well. You know you must do it, but maybe it's not as fun as the other pieces. Besides, there is a lot of complexity involved. As you acquire more customers and user adoption soars, you'll start to see a sharp rise in customer and technical support requests. We are the solution to that potentially stressful scenario.

We absorb the complexity of supporting your users. Infolink-EXP takes care of this Jenga block and works with your team to ensure it too is an engine of growth.

We help you scale your customer support operations throughout the journey, from pre-sales support and onboarding, to technical support, to renewal or upgrade, and we help you do it efficiently and affordably. We also help you scale back-end operations for data and human intelligence tasks.

Infolink-exp helps you to keep your Jenga tower standing and scaling up. You gain peace of mind, and get to focus on growing, innovating, and acquiring new customers.

Our customer journey solutions focus on the Customer Experience, are omnichannel and designed for Smart Tech and IoT companies.





Our bundle for growth

Smart Scaling Solutions

Our offering is composed of a wide array of solutions for IoT and Smart Tech companies, to help them scale.



SMART SCALABILITY

We help smart tech companies scale their customer support and human intelligence operations



TRANSFORMATIONAL CX

Transformational CX for your end-users



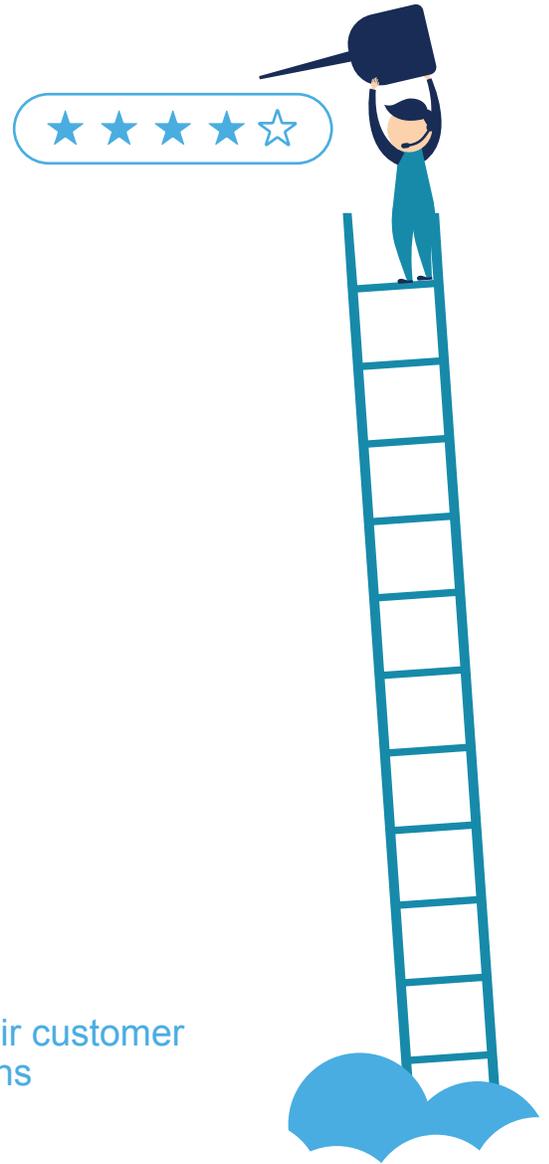
REVENUE ENGINE

Proven solutions for revenue retention and expansion



CX OPTIMIZATION

Advanced CX and Customer Journey Analytics



AI Platform



OUR ZAHOREE® ANALYTICS TECHNOLOGY APPLIES ARTIFICIAL INTELLIGENCE TO SURVEYS, SUPPORT CASES, PRODUCT REVIEWS, AND OTHER SOURCES OF CUSTOMER FEEDBACK AND BEHAVIORAL DATA. WE DELIVER UNIQUE VISIBILITY INTO YOUR CUSTOMERS' JOURNEY WITH YOUR PRODUCT AND BRAND.

A man wearing a hat and overalls is seen from the side, holding a drone controller. In the background, a drone is flying in the sky above a field with large irrigation structures. The scene is set during sunset or sunrise, with a warm, golden light.

About Us

We are a platform for growth for our customers. We help society thrive by using new technology safely and effectively to transform lives and to improve the health of our communities and planet.

“ If you look at support not just from a problem-solving perspective, but from an understanding of your customer’s journey and their aspirations, the outcome is a really successful, happy customer.

At Infolink-exp we help IoT consumers shorten the technology learning curve, adopt smart technologies in their life, and achieve their self-aspirations in the process.”

José A. González. Infolink-exp CEO

Transformational CX

Our Locations

North American and EMEA operations centers.



A connected world...

Our world is changing, emerging technologies such as AI and the Internet of Things are revolutionizing the way we interact with others and with the world around us. A new era is here where humans team up with technology to fulfill a promise of improving standards of living.

At Infoink-exp we are part of this change. Our support teams deliver the best customer experience to make the use of technology a transformational experience for your customers.

INTEGRATED DATA-DRIVEN  CUSTOMER EXPERIENCE FOR SMART TECH COMPANIES



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