



We are Nexcom.

We help companies offer their customers the consistent, high-standard service experience they expect.

What we offer

We provide automated, digital solutions to manage, monitor and evaluate all relevant customer touchpoints and use the huge amount of data to improve the customer experience and the cost of operations while informing and educating agents.

14 M
New cases
handled annually

23
Supported
languages

40,000+
Users are being served by us every day

Why partner with Nexcom?

At Nexcom we have the tools that businesses need to reduce the cost of delivering an excellent customer experience. We have been doing it for more than 20 years, year in year out, and due to our proven track record we have an average customer life cycle of more than 10 years on our products.

The Product

eTray is an intuitive workflow and case management platform to purposely automate time-consuming routine tasks in customer service organizations to create better workflows and reduce cost.

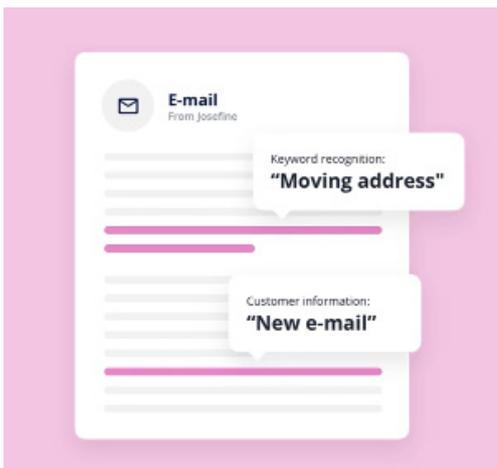


eTray supports, optimizes and automates work processes. It reads and sorts all written inquiries from customers: emails, web forms, scanned documents, SMS, fax, and social media.

Based on keyword recognition and customer information, eTray automatically distributes inquiries to the relevant agents. It instantly provides them with relevant data about a customer, and comes up with suggested answers – ensuring fast and correct handling.

It's all conveniently stored in one place

Through advanced automation eTray can reduce the handling time per transaction by 60 seconds, as well as reduce contact rates and increase employee satisfaction. Together these factors are saving millions of dollars annually for our current customers as they need fewer staff involved in servicing their customers, something they really appreciate here in “the great resignation” where almost everyone is struggling to onboard new staff in their service departments.



We can provide you with the platform to build a profitable IT consulting business upon. Our current partners have a revenue stream between \$50,000 and \$75,000 annually per installation.



About Nexcom

Nexcom is a Danish-based SaaS company with a compelling purpose of helping companies of all shapes and sizes deliver consistent, high-standard service experiences to their customers. We design and deliver big data-driven, AI-powered software platforms that enable companies to automate routine tasks, monitor agent and system performance, and become more timeefficient. We help improve productivity, gain more operational knowledge, make informed decisions, and ultimately deliver better service.

Read more about our offerings and their features at www.nexcomglobal.com

Is our business your business?

Do you want to help businesses reduce their costs *AND* increase their customer satisfaction? We offer the tools for them to do so! Join our reseller community by becoming a partner. We are looking to expand our reseller and external distribution channels. If you have the customers - we have the tools that you can build a solid business on. We are looking to expand in both the US and Canada.

Read more about other partnership opportunities [here](#)

