



BECLLOUD

Solutions for innovation



About BeCloud

A history

BeCloud Solutions is a global company with over 20 years of expertise in delivering advanced **Customer Experience** and **Cloud Contact Centre solutions**. As a single-vendor partner for omnichannel implementation, BeCloud offers a comprehensive and flexible portfolio designed to meet the evolving needs of businesses. With a strong focus on performance and innovation, BeCloud helps clients and partners improve the management of communication channels and elevate every aspect of the customer experience.



HEADQUARTER UK
Bournemouth



ITALY REGIONAL OFFICE
Seregno (MB)



CUSTOMERS
24 Countries, 5 Continents, 14 languages & 23 timezones



4 AWS PLATFORMS
Frankfurt, Sydney, San Francisco, Singapore

24/7 Follow the Sun Support
Global Presence



100%
Cloud

1

Single
vendor

+10

CRM
integration



Artificial
Intelligence



24/7, 365
support



About BeCloud

Our mission

BeCloud empowers organisations to deliver outstanding, AI-powered multichannel customer engagement through a full-cloud, enterprise-grade platform. Highly reliable and flexible, the solution supports all inbound and outbound processes required to provide a truly complete and omnichannel service.

Our platform helps companies enhance customer interactions, boost operational efficiency, and ensure a seamless, consistent experience across every communication channel:

- **Easy to adopt:** Go live in just a few days, without the long implementation timelines typically required by traditional systems.
- **Easy to use:** Designed with simplicity and usability in mind. You have full control of the entire platform, just as if it were installed directly on your premises.
- **Easy to integrate:** Connect effortlessly with leading CRMs and business applications. Alternatively, our APIs and web services allow seamless integration with the tools and systems you already use or have developed over time.

Some of our strategic Partnerships



**Salesforce
IVS Partner**



**Salesforce
AppExchange**

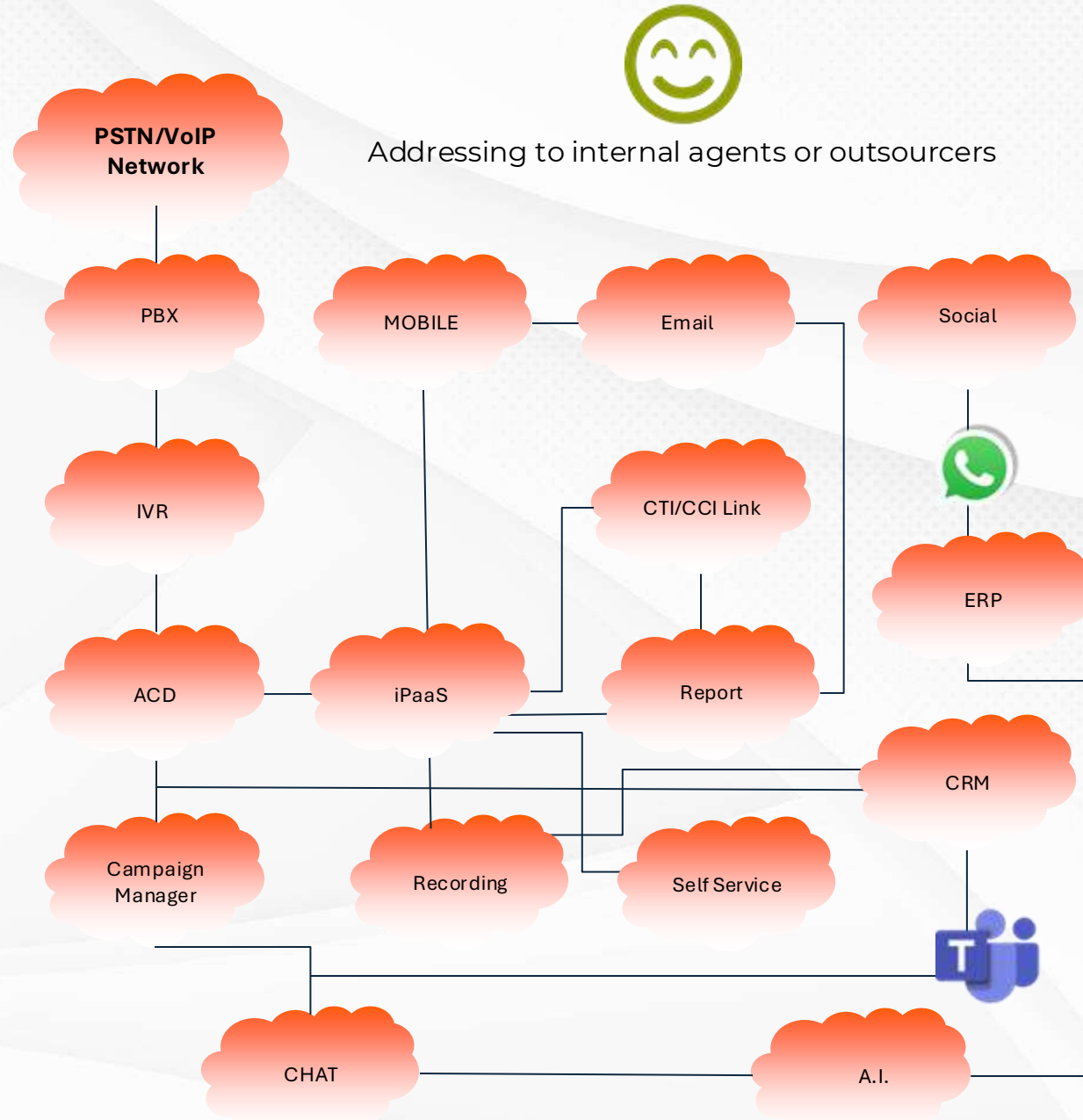


**Amazon
Technology Partner**



BeCloud's answer

- Single supplier on different services
- Pre-integrated solutions (CRM & APP)
- Unified database
- No single time capital use
- Built for “best case scenario”
- Easily scalable solutions
- CTI complexity reduction
- Single omnichannel user interface
- One App centered agents
- Solid and reliable reporting
- Joint business processes
- Dynamic agents
- Hybrid Cloud Platform solution
- Compliance: PCI DSS - HIPAA security rules



Our Offer



BECONNECT



API Communication & SIP Trunk

National and international local and toll-free numbers in 109+ countries, with competitive rates.

NATIONAL & INTERNATIONAL NUMBERS – NUMBER PORTABILITY – SMS – RCS – SIP TRUNK – IP-PBX INTEGRATIONS

BE360°



IPaaS – integration Platform as a Service

Seamless integration with CRM, custom apps, and AI technologies alike.

WFO - WFM - SOCIAL MESSENGERS - WHATSAPP BUSINESS - MICROSOFT TEAMS - CUSTOM APPS



BEINCONTACT



AI Contact Center as a Service Omnichannel

An omnichannel platform for managing all customer interactions with full insights from a single interface.

AI SUITE – IVR - ACD - PREDICTIVE DIALER - CALL RECORDING- CONTACT MANAGEMENT SYSTEM - LIVE REPORT AND HISTORICAL ANALYSIS



Softswitch Edition

Software-based system that manages voice over IP networks

SOFTSWITCH – CALL ROUTING – VOIP GATEWAY

BE NEXT



AI Pro Agent

Multilingual chatbots and voicebots that autonomously manage customer interactions.

AI CHATBOT & VOICEBOT

BE AGENT



Multilanguage agents 24/7

BPO services that provide partial or full management of all units within your Contact Center or Customer Service operations.

INBOUND - OUTBOUND

BE RELAX



Support & Assistance



A comprehensive support service that handles report issues, system anomalies, information requests, and training,

365, round-the-clock assistance

Be360 integration

IPaaS Integration Platform as a Service

The implementation enables companies to integrate CRM, Custom Apps, and new technologies.

Choose the one that best suits your business!

**CRM – ERP – PBX – WFM – SOCIAL
MEDIA – EMAIL – CALENDAR –
MESSENGER – APP CUSTOM**

CRM



PBX | WFM



Social | Email | Calendar | Messenger



Intelligenza Artificiale



Cloud Text-to-Speech



About us



"The solution has brought many advantages to our group: operating in multiple locations and markets, the whole process of Customer Centricity is unique and reported in a single point of information collection."

BeCloud has proven to be a reliable partner and available in all project phases such as design, delivery and above all post-live, supporting operating and business in the phase of change management and, most importantly, adoption."

IT Solution Delivery
Manager



"Thanks to the partnership with BeCloud Solutions we improved the level of Customer Satisfaction and increased, at the same time, the contact rate."

We believe that the synergy and the big teamwork brings an added value to our customers and ourselves, improving moments of learning and continuing the AI-powered multichannel customer engagement innovation."

IT Software Manager



"Arquati's Contact Centre needed comprehensive technology to handle all communication channels."

Together with the partnership with BeCloud, we now have a robust CXM solution with all the functionalities needed to raise the level of AI-powered multichannel customer engagement we provide."

Direttore Acquisti



"The desktop agent is very intuitive and easy to use. It is a very flexible system that allows adaptability to the needs of completely different working and organisational contexts."

It is possible to expand the starting module with many additional functions to be able to use a single tool that brings together various communication channels."

The experience at the moment is very positive, starting from the good understanding established with my project contacts."

Customer Support Coordinator

About us



"The BeInContact solution certified and integrated with Salesforce was what we needed. Now we have a much faster and more orderly call flow management, a simple and flexible IVR and above all we work on a single interface with all the information we need.

We can therefore say that the partnership with BeCloud has allowed us to offer a real transformation able to substantially increase the level of Customer Experience of all our customers."

IT Manager

COMER SUD

"I really appreciated the ease of Omnichannel connection with the customer.

The flexibility of the tool to integrate with and third-party software, and the agility to configure the experience according to the needs of the organisation.

The use of BeInContact was intuitive from the beginning, thanks to the help of the Support Team who was quick and attentive to our business needs.

D-Service Business
Unite Manager

Farmacie Italiane

"Farmacie Italiane has been committed for years to be the reference reality of its market segment, consolidating human and commercial relationships that can generate a benefit for everyone, first and foremost for the people who communicate trust and esteem to us every day.

With BeCloud we are achieving these goals, offering with competence and professionalism a first-rate AI-powered multichannel customer engagement to be close to our customers."

CEO



"We are going through an important, technological transformation, of which BeCloud is fundamental element to improve the way we work every single day.

Our services are 75% more efficient in call management than before, offering customers a more detailed and customised experience to satisfy every customer's need.

IT Manager



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Thank You



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