



Sector	IT
Requirement	Requirement: To provide a multifunctional email integration tool capable of processing mass volumes of incoming comms
Solution	Intricate business process automation that met and exceeded a vast range of operational needs

Bringing DJ Talbot & Associates closer to their customers

An IT consultancy with an extensive portfolio of services, DT&A's ethos is simple: to identify needs and supply solutions. The company's considerable technical expertise meant that it would only invest in cutting-edge IT solutions – an edge offered by ThinkAutomation.

The results

DT&A required business automation software that could service its largest client, the Police Federation of England and Wales. That software had to be powerfully intelligent – capable of parsing 100,000 emails per year from 40 regional federations. Moreover, it had to process those emails to interact with one central database and go on to perform multiple trigger-based tasks.

ThinkAutomation had it covered. Not only did it effortlessly handle the advanced level of email processing required, it also automated a multitude of administrative duties.

With ThinkAutomation working silently behind the scenes, numerous websites were updated simultaneously and automatically. Attachments from a range of file formats were seamlessly synced with CRM records, in real-time. Mass emails were circulated on a scheduled weekly basis. Documents were exchanged, business processes tracked and analysed, and response times reduced from 7-10 days to just hours.



We're bringing your business closer to your customers

Also available...

WhosOn™

Track - Chat - Engage

Real time engagement with customers

WhosOn is a real-time engagement solution like no other. It's not just live chat. It's not just a support service. It's not just an analytics tool. It's all those combined and more, and it's currently helping over 10,000 businesses in 100 countries find a better way to engage with their website visitors.

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Prospect Agent™

Quality Real-Time Sales Leads

Turning website visitors into new customers

ProspectAgent is the ultimate lead generation tool. By pinpointing and profiling your website visitors, ProspectAgent turns hidden leads into new customers. Not only do we reveal the real people and companies behind your clicks, we conduct real-time research to give you instant customer profiles. With ProspectAgent, you'll never lose leads again.



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