

# Intelledox Infiniti

## Fact Sheet

Design. Deploy. Manage. Measure.



### Infiniti takes your customer communications to the next level

The Infiniti platform consists of modular components that cohesively work together as a whole. This simplifies the development of customer-facing communications and makes better use of your data.

#### Infiniti Design

The design component offers an easy, drag-and-drop style GUI for constructing adaptive interviews, next-generation forms, mapping data sources and defining workflow rules and other business logic. Use familiar authoring tools like Microsoft Word and Excel to define the outbound communications.

*"Infiniti's ability to drive the user through a series of questions using business data and document content helps to ensure that the documents produced are accurate, well-formatted and consistent."*

**- Ian Smith, development manager, PICA Property and Financial Services**

#### Infiniti Produce

Infiniti Produce is the multi-lingual web app that enables your end users to access next-generation forms and personalized dashboards. It's the behind the scenes workflow engine that automates your back-end processes, allowing projects to be assigned to multiple users, including those external to your organization, through final approval and creation. This powerful platform component can produce almost any type of document, including statements of work, employment contracts, HR documentation, home loan applications, license applications, traffic infringement notices, patient pre-admission forms and much more.

#### Infiniti Manage

Infiniti Manage is the administrative portal that gives authorized users the tools to manage and publish your documents and next-generation forms. Infiniti's permission-driven system ensures that this content remains secure, consistent and accurate.

#### Infiniti Analytics

With no additional configuration Infiniti now has an analytics module that captures and collates data to better understand the user and their interaction with the interview.

The analytics captured include:

- The journey the user takes through the interview and subsequent workflow.
- The location and device data of the end-user.
- Drop-off points when a user doesn't complete a process.
- All answers, selections and uploaded data that the business wants to gather from the user.

This rich data is available for consumption from within the Infiniti platform to create reports and trends but also available to external third party apps so you can drive change through data driven insights not just anecdotal evidence.

#### Deployment is FAST

Infiniti can be delivered on premise, as a service, or through the cloud. It behaves and interacts consistently regardless of delivery method, and you can be up and running in 30 days or less.

#### Environment Highlights

##### Powerful Microsoft Technologies

Infiniti is built on world-class Microsoft technologies, including .NET framework, Internet Information Server (IIS) and Microsoft SQL Server.

##### Fast Delivery and Deployment

Infiniti can be quickly delivered on premise, or public or private cloud. As SaaS in the Intelledox multi-tenant environment, or on PaaS Windows Azure or Amazon AWS.

##### Centralized Management

To more effectively manage your corporate information, the Infiniti platform is hosted on central servers. This optimizes document creation time, the reliability of business processes and makes it easier to manage changes. From an implementation perspective, centralized management makes installation and upgrades easier, too.

### Scalability

Infiniti's powerful engine is scalable and can produce more than 200,000 documents per hour with fully auditable statistical and exception reporting. The platform scales both horizontally and vertically supporting auto scale infrastructure technologies out of the box.

### Seamless Integration

With pre-built connectors developed with our technology partners, Infiniti works effortlessly with your existing line-of-business (LOB) systems.

**Quick Connectors** provide fast integration with leading systems of record, including Salesforce, MS Dynamics 365, MS SharePoint and DocuSign.

**Configurable Connectors** provide a set of industry standard protocols that can be configured for your environment. Configurable connectors are available for OLEDB, SQL Server, CSV, ODBC, RSS Feed, XML Web Services, XML, JSON and RESTful Webservices.

These connectors increase efficiency, increased value of existing data and extends the life of your legacy investments. All connectors configure with no code to unlock your data.

- Data can be captured, manipulated and then sent back to the systems of records simultaneously with any generated or uploaded documentation.
- Store the uploaded proof of identity with the new customer information together in your CRM or separately between your CRM and ECM system.

### Metadata

Using metadata to differentiate each document, Infiniti makes the process of archiving and retrieving documents as easy as searching metadata categories.

Infiniti's integration with systems such as HP TRIM ensures speed and accuracy. The on demand Customer Communications Management (CCM) solution integrates with your Enterprise Content Management (ECM) workflow to deliver output documents and data.

This capability reduces risks while improving data integrity, security and user productivity. Infiniti generates and stores documents in the right location and format.

## Security Features

### Full Audit Trail

Each administrative action is tracked and logged to ensure any out of process changes can be identified and managed.

### Encrypted Reference Database

The Infiniti platform supports encrypting the entire reference database protecting it from theft. To protect from an internal threat the platform has the capability to apply application encryption on key columns to protect from unauthorized access.

### Rigorous Testing

Financial institutions, insurance companies, government agencies, universities and other enterprise organizations trust Intelledox, in part because our products are subject to rigorous security tests attuned to the Open Web Application Security Projects Foundation.

We measure all our products against international requirements, including:

- Injection flaws.
- Broken authentication and session management.
- Sensitive data exposure.
- Component vulnerability.
- Direct object reference.

### Permission-Driven System

Information security is a key concern for many organizations. Infiniti's permission-driven system of authorization ensures that content remains secure, consistent and accurate.

Broad authentication and authorization options include:

- Intelledox Infiniti provides out of the box support for industry standard authentication mechanisms.
- Active Directory, LDAP and even Infiniti managed username and password can be configured out of the box.
- Support for protocols such as SAML 2.0 and OpenId Connect allow Infiniti to consume and participate in a federated identity strategy for a wide range of Identity Providers such as Azure AD, Azure AD B2C, Okta, OneLogin and CA Identity Manager.
- Not covered by an industry standard protocol? Identity is extendible within the platform to cater for all enterprise identity requirements.
- Anonymous and temporary user support to engage users who are not a current member of your internal directories are also available.

## Convenience Features

### Simple, Multilingual Web-Based Interface

Authorized business users will find it easy to use Infiniti from any device with Internet access.

Infiniti also provides full multilingual support, allowing for distribution in any market. Users can customize the platform to provide user interactions in Malay,

Chinese, Arabic, French, Spanish, Thai, German, Italian, Korean and many more.

### **Multi-Format, Multi-Channel Delivery**

Infiniti makes it easy to draw from existing corporate data to deliver communications across multiple delivery channels, whether you need to produce one document or thousands.

### **Data Driven Insights to Improve the End User Experience**

These include:

- The journey the user takes through the interview and subsequent workflow.
- The location and device specifics of the end user
- Drop-off points when a user doesn't complete a process.
- All answers, selections and uploaded data that the business wants to gather from the user.

## Contact Us

Contact an Intelledox Digital Expert near you and let us show you how you can realize the benefits of digital transformation in your organisation.

[info@intelledox.com](mailto:info@intelledox.com)

Canberra Sydney New York Dallas Singapore

[intelledox.com](https://www.intelledox.com)