# comunity
## rapid digitisation platform

Revolutionising the way organisations
succeed in a digital world

# Connect Your Inside to the Outside

Digitisation has changed the way we live and do business. The future is now. People drive an ever-increasing demand for value and instant fulfilment. They are socially empowered and perpetually connected to a digital world – and they insist you join them.
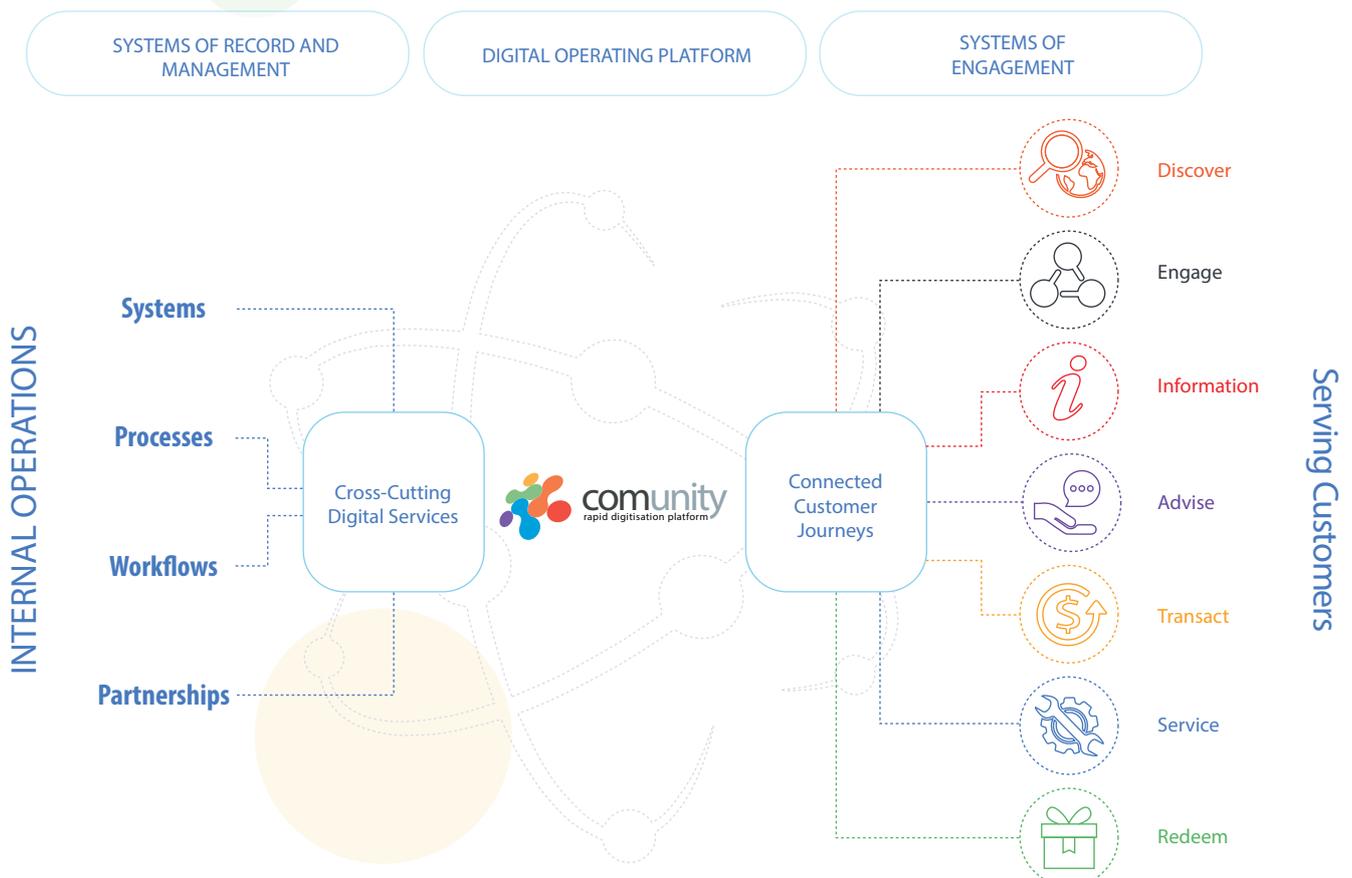
Customers have access to an increasingly diverse set of consumer technologies. Through these, they expect to interact with every service they need and trust. Whenever. Wherever.

The external rate of change is outpacing the internal rate of organisational change. To remain relevant, every organisation must digitise. You must build cohesive digital assets and channels. Your business model must provide customers, employees and partners with connected experiences that drive the organisation's business model. For more than 60 years, organisations have used technology to run their internal operations. But the old ways of doing business no longer apply. Today's customers expect connected customer journeys that unite them with the organisation's internal- and external-facing systems to support a holistic customer experience.
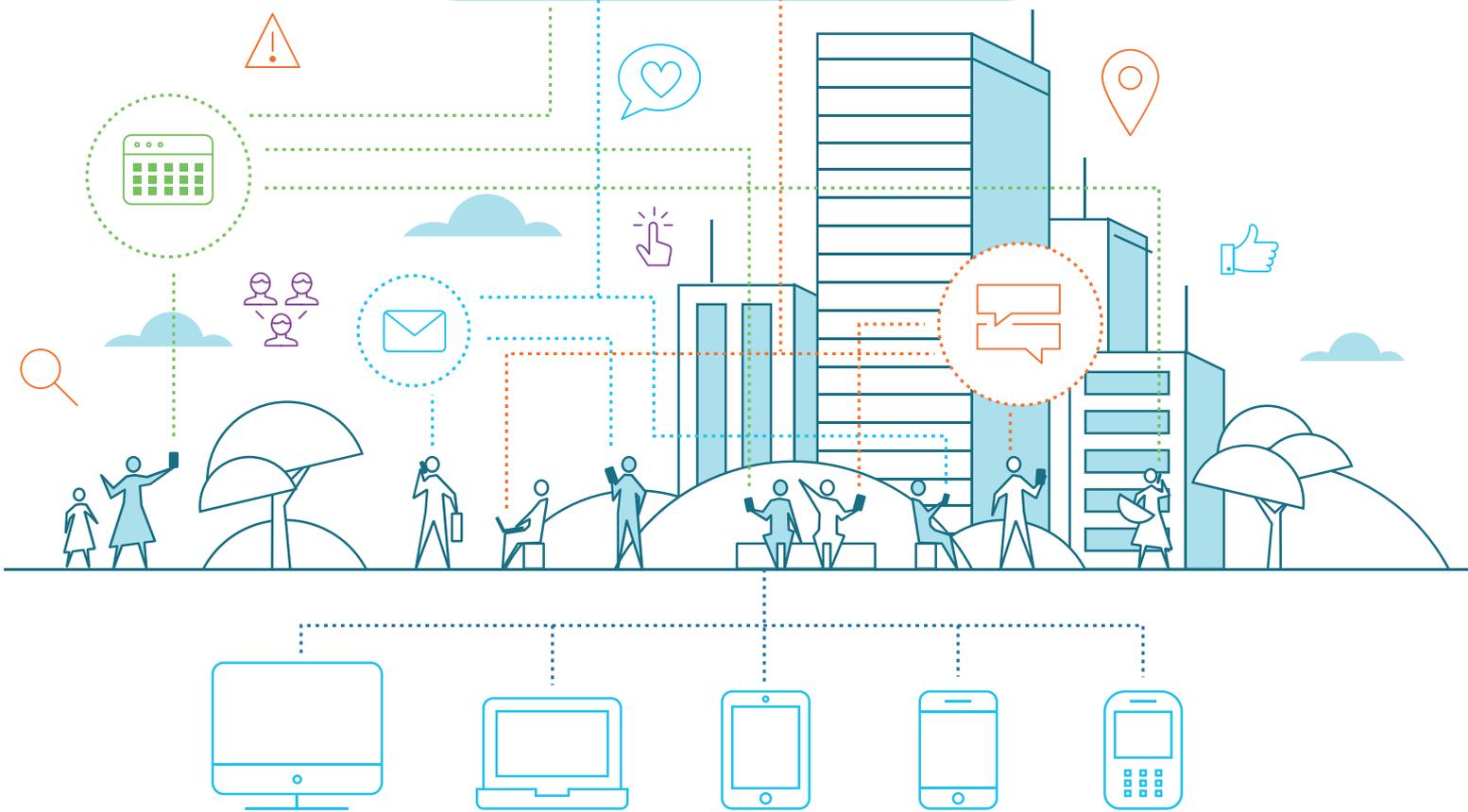
No more digital versions of yesterday's manual processes. Now your digital offerings must make a positive, lasting impression. Your capabilities must keep up as digitisation continues transforming the way we live.

To make it work, your organisation must have a future-proof digital strategy. You know your service delivery should be digitised and available to every member of your ecosystem at all times. You must decouple old, critical legacy systems and deliver faster, customer interactions. You need a continuous delivery model where your coders automate systems and optimise processes that offer and replicate functionality quickly.

You are wary of the skills, resources and funding needed to create a connected internal/ external customer experience. The cost and complexity is often prohibitive. You need to use an existing digital operating platform that gives you access to digital engineering capabilities.  To ease this transformation, you need a customer-centric partner who knows how to democratise open ecosystems – simply and harmoniously.

SYSTEMS OF RECORD AND MANAGEMENT          DIGITAL OPERATING PLATFORM          SYSTEMS OF ENGAGEMENT

INTERNAL OPERATIONS

Systems

Processes

Workflows

Partnerships

Cross-Cutting Digital Services

comunity
rapid digitisation platform

Connected Customer Journeys

Serving Customers

Discover

Engage

Information

Advise

Transact

Service

Redeem

ComUnity Digitisation Platform

# Connect. Collaborate. Communicate with ComUnity

ComUnity is authentic – we are true to ourselves and to our customers. We do what we say we will – just ask our clients. We know how to make the complex simple, because we've done it often – simply and successfully.

**With ComUnity, the future is now. You communicate, engage and service customers when, where and how they want.**

The ComUnity Platform simplifies the way organisations go digital and succeed in a digital world. We provide a digital operating platform that connects to your data, choreographs digital operations and creates contextualised customer experiences that run everywhere. You get a low-code, end-to-end digital platform that automates creation and operation of your multi-sided digital value chains.

# A Digitised Ecosystem. Faster. Better

Our Pay-as-you-Succeed platform model gives you the power to meet and shape your customers' needs, behavio
For a significantly reduced cost, we lead you into the bright, new future. We make the leap to digital simple and beautiful – with our platform, you filter information based on specific customer needs. The ComUnity Customer Experience Platform is built on Azure so implementation is fast and easy. Conversations with stakeholders are no longer reactive, they are engaging, authentic and relevant.

Your to-market time is quicker, so you enjoy greater organisational agility. You build easy-to-run digital initiatives with better market reach and relevance. Constant feedback and information exchange gives you more business impact for your buck.
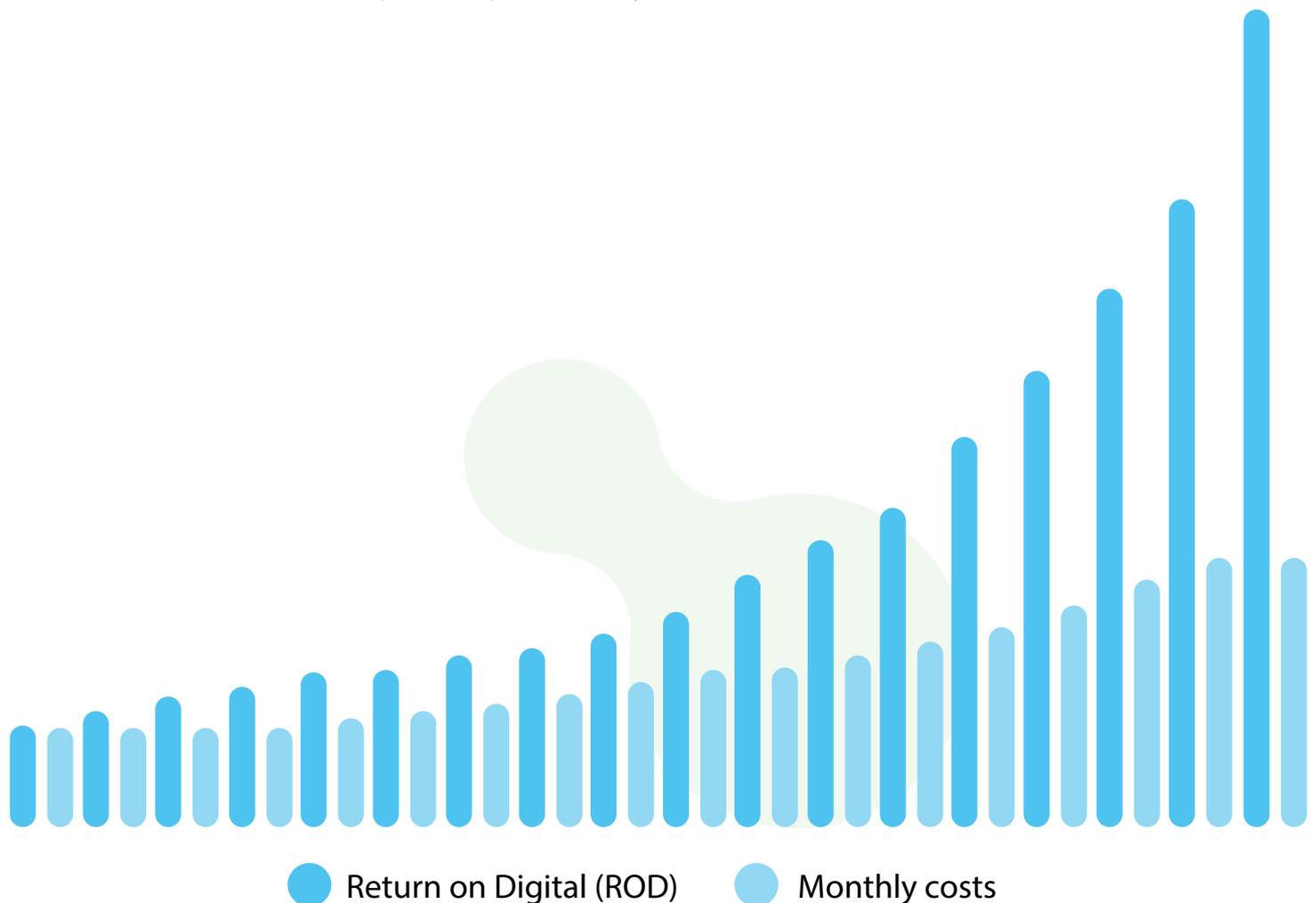
With more than 45 million mobile devices in South Africa and 900 million in Africa, the future is clear. It's digital. And it's calling you to join with ComUnity and build opportunity.

Run-everywhere digital architecture means the platform provides powerful, simple-to-use technology. We built it to run on Microsoft Azure, the intelligent cloud, so you connect with people wherever and whenever they need your digitised business services. Citizens, businesses, employees, visitors and other government organisations meet you wherever they happen to be in the digital world.

It's that simple.

## Our business model serves you

Our Pay-as-you-Succeed platform model gives you the power to meet and shape your customers' needs, behaviours and trends - anywhere, anytime, anyhow. Our platform delivers your applications, content and services to multiple channels. No more separate digital channels for each device or digital and social interface. Now one, common platform performs any number of functions.

Return on Digital (ROD)      Monthly costs

## Speed
Days and weeks. Not months (or years!)

## Quality
Automation ensures outstanding brand experiences

## Cost
10x more cost efficient than building from scratch

## Reach
All customers, on every device, across any channel

## Relevance
Data driven platform provides ultimate interaction context

## Agility
Centralised management makes it easy to adapt

## Simplicity
Because we know digitisation is hard and skills in short supply

## Security
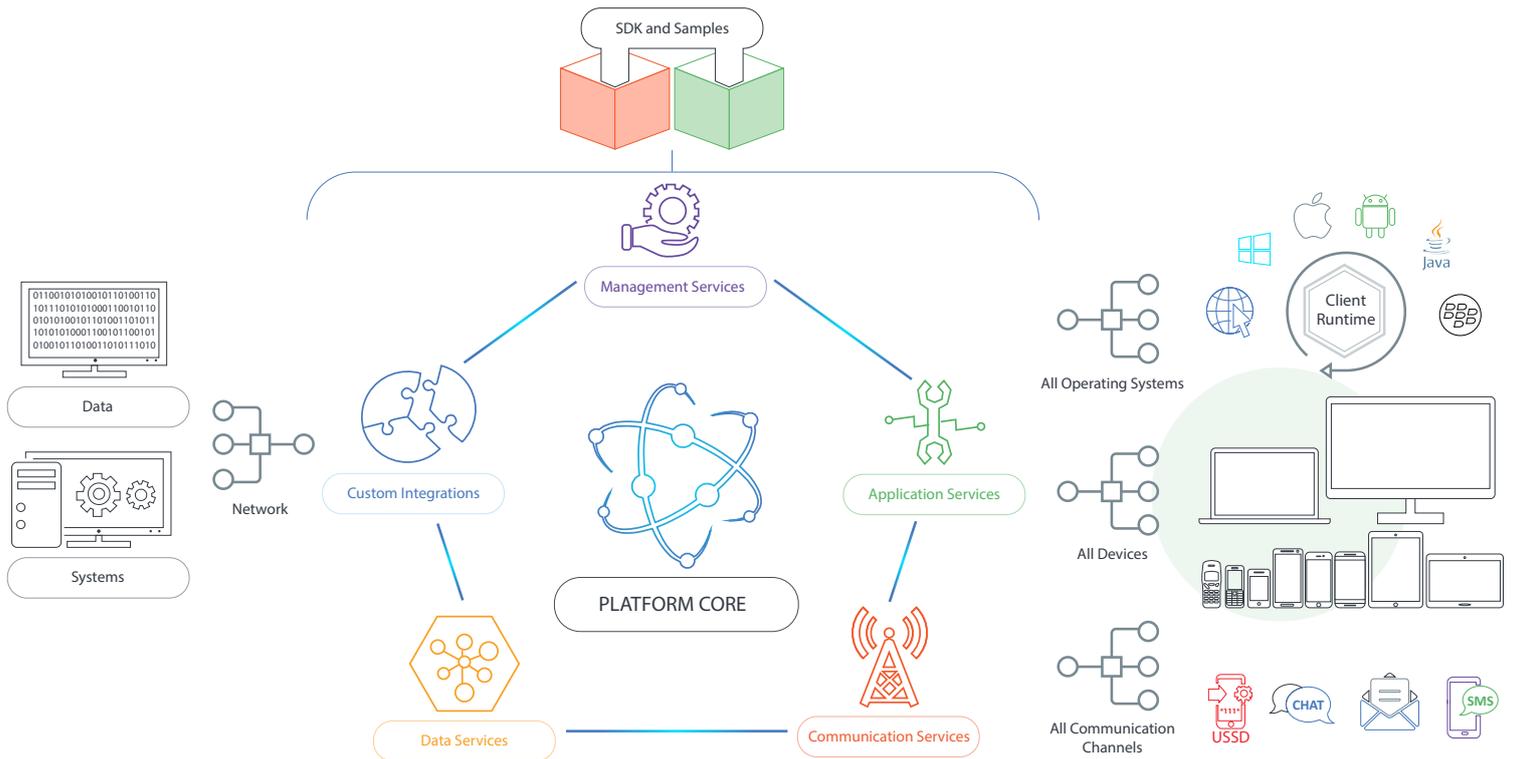Rigorously manifested across digital architecture

## Manageability
Easy control over digital ecosystems

# CORE PLATFORM

The ComUnity Platform is a low code, rapid digitization platform. It allows for the manageable and cost-efficient creation of contextualised stakeholder experiences across the full range of digital touchpoints. The platform enables organisations and innovators to provide ubiquitous customer care, application, and communication services to audiences. Organisations can connect consumers, citizens, and partners with internal teams by integrating data, processes, and people to drive their business and operating models.



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