# Why InteLogix?

### Experience.
Our 68+ years of experience is unmatched.

### Performance.
We consistently rank at the top of client scorecards.

### Innovation.
Invention and fluidity are in our DNA. The LogixLab never closes.

## Global Presence

Canada

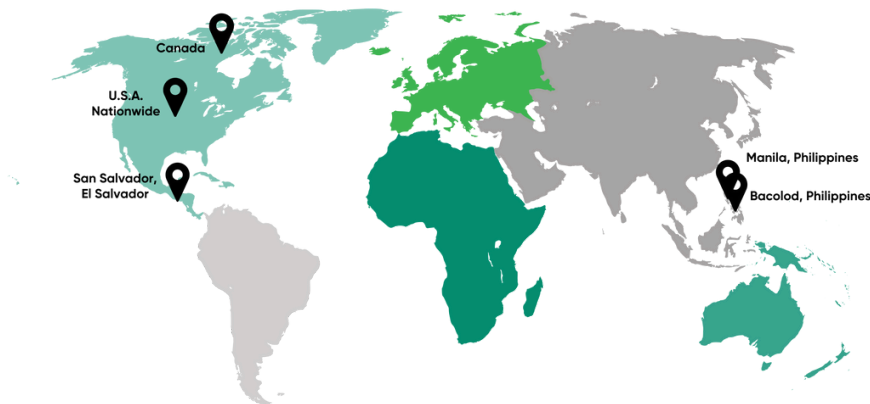U.S.A. Nationwide

San Salvador, El Salvador

Manila, Philippines

Bacolod, Philippines

Delivering high-performance CX and debt collection services from strategic domestic, nearshore and offshore locations.

## By the Numbers

| | |
|---|---|
| 68 | Years delivering CX and Collections services |
| #1 | In our peer group for cybersecurity |
| 13 | Years, average client partnership age |
| 4.3 | Client NPS for "Ease of Doing Business" |
| 5k+ | Team members globally |
| 5+ | Years, average U.S. agent Tenure |
| 83% | Lower attrition than industry average |

## We Know Your Business.

- Automotive
- BFSI
- Government
- Healthcare
- Retail
- Technology
- Transportation & Tolling
- Travel and Hospitality
- Utilities
- Wireless & Internet

## Let's get started.

713-776-6821    www.intelogix.com

# LogixSuite

LogixSuite is InteLogix's ecosystem of AI-driven tools designed to enhance every stage of the customer journey. From intelligent telephony and real-time coaching to secure data management and innovation labs, LogixSuite integrates technology and human expertise to deliver scalable, efficient, and empathetic service across CX and ARM operations.

## How We Do It: Human Delivered, Digitally Enabled

### LogixVoice

Blends **AI voice assistance** with natural language processing and **IVR containment** to deliver fast, empathetic customer interactions. It manages routine tasks like balance inquiries, expands multilingual support across **40+ languages**, and ensures brand consistency—freeing agents to focus on complex needs.

### LogixAssist

Drives **real-time agent coaching** and automated quality assurance. Every call is monitored for performance insights, **guiding agents during interactions** and automating after-call work to boost first-call resolution and service quality—while keeping human expertise at the center.

### LogixCollect

**Simplifies revenue recovery** with personalized, automated solutions. It offers **omnichannel payment options**, predictive repayment strategies, and automated reminders—supporting agents with digital tools that increase collections success and satisfaction.

### LogixGuard

Protects client and customer data through **AI-powered monitoring**, threat detection, and compliance enforcement. Combining security tech with expert oversight, it embeds **a culture of cybersecurity** across all operations and minimizes risk exposure.

### LogixLab

Fuels continuous improvement by testing new CX and ARM solutions before rollout. It combines **human creativity with tech-driven experimentation** to drive operational innovation, boost success rates, and elevate service quality across the customer journey.

**Learn More.**
www.intelogix.com

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