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Inside this issue:

SMC4 Support for Instagram 2

Integrity Renewals Service 2

SMC4 Launches new Arabic Version 2

SMC4 Awarded USA Trademark 2

Interview with Andrew Stinchcombe-Gillies, BPO Director 3

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kc-ol.com
or
smcapture.com
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Integrity - Supporting Our Customers

The Integrity Helpdesk Support Service provides a single point for technical problem resolution, access to specialist help, comprehensive support on multiple platforms and accepts ownership of queries and problems from receipt of calls until resolution.

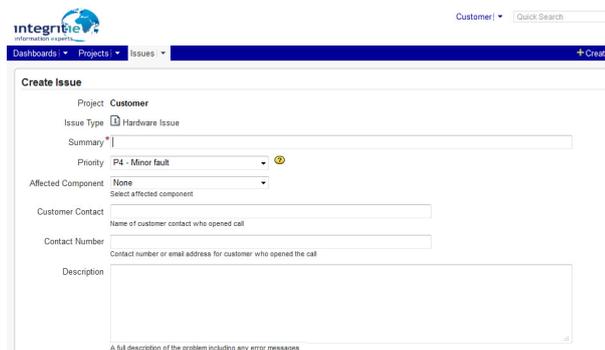
Our Helpdesk supports over 25,000 users, in 15 countries, dealing with over 2,000 dedicated support calls each year. We have 35 specialist skilled team members, with over 175 skill areas to deal with customer support issues.

Our Helpdesk major skill areas cover IBM, Kofax, Onbase and Integrity own products. The Integrity Helpdesk support is 24x7x365 days and supports Europe, Americas, Asia & Pacific countries.

Paying customers receive a dedicated email, telephone, and internet Webex helpdesk technical support service. Each customer's technical support call is allocated to an Integrity technical specialist who is the resolution owner during the life cycle of the problem. Integrity provide helpdesk support service levels tailored to customer's needs, which include triggers for escalation based on elapsed time, technical level severity and quality thresholds.

Integrity deliver resolution ownership whilst making it a priority to keep customers informed of resolution progress.

For more information on how Integrity can support your solutions, please contact support@integrity.com



Protect Your Social Media Brand and Reputation with SMC4

If someone criticizes or attacks your company, school, club, a local celebrity or family through social media, such as Facebook, Twitter or LinkedIn, that criticism can quickly go viral before anyone is aware of it. This is why social media automated observation is needed.

SMC4 automatically hides inappropriate communications from social media pages, such as profanities, racism or sexist communication, in turn helping to protect companies, organisations and individual reputations and brands from public communication sabotage.

SMC4 has many advanced dictionaries, such as complaints, profanities, cyber

bullying, threats, racism, sexism and more. SMC4's dictionaries are combined with advanced content analytics to recognise the differences between inappropriate communications and genuine complaints. SMC4 has automated management tools that know how to handle each different type of communication. A complaint will be automatically transferred into a SMC4 Complaints workflow, while social communication that is considered inappropriate, such as profanities or abuse, will be hidden from your social media site.

Try SMC4 for free today, and help protect your company, organisation or families from social media abuse. Register here: <http://smcapture.kc-ol.com/onboard.php?ver=lite>



New: SMC4 Supports SMS Messaging



SMC4 has released support for SMS messages, ensuring that all messages are stored and managed via SMC4 and all messages are responded to in a compliant manner, bringing policy control to SMS messaging.

KC Online SMC4 Supports Instagram



Instagram is an online photo-sharing, video-sharing and social networking service that enables its users to take pictures and videos, apply digital filters to them, and share them on a variety of social networking services, such as Facebook, Twitter, Tumblr and Flickr. KC Online now supports Instagram (owned by Facebook), which provides capture and control of Instagram social communications.

SMC4 now supports Instagram, enabling our customers to listen, monitor and analyse one of the largest growing photo and video social media channels, used by more than 30million users worldwide and uploads more than 5million new

Integritie Renewals Services

Integritie provides a one-stop software and hardware renewal service, with a dedicated renewals service who co-ordinates renewal administration. We help customers to simplify their renewal process by consolidating renewal contracts and expiry dates, reducing the number of contracts and administrative costs.

Integritie renew customer's software and hardware maintenance on time, providing customers excellent advance notification of pending renewals, which assists financial departments regarding planning and budgetary

processes. This ensures no surprises, while ensuring customers renewal coverage do not lapse, and helps to avoid late renewal charges.

Integritie also offer a renewals helpdesk service, dedicated to answering general renewals questions, and providing a central point of contact for all hardware and software renewal needs.

Integritie provide renewals support for IBM server and storage devices and peripherals, IBM Software and renewals and provide renewal services

for capture devices such as scanners, VRS, Kofax, Kodak, Bell & Howell, Fujitsu, HP and many other peripherals.

We would be pleased to discuss renewal consolidation and the savings and service improvements your company can achieve, just send an email to renewals@integritie.com requesting a renewal quotation.

Arabic Version for SMC4



To support the international customer base of KC Online, SMC4 has been extended to provide localised Arabic language support. SMC4 also supports English, French, Spanish and German.

SMC4 Awarded USA Trademark



Integritie are pleased to announce the official trademark registration of SMC4 with the United States Patent and Trademark Office.

Integritie are also applying for the European Union Patent and Trademark for SMC4.



Interview with Andrew Stinchcombe-Gillies

BPO Director

Andrew Stinchcombe-Gillies is the Director of BPO Solutions at Integritie.

Overview of your past experience/ working history

Originally from New Zealand, Andrew's career has taken him to a number of different countries. After serving as an officer in the NZ military, Andrew moved into the commercial sphere, where he has held a number of interesting roles; working for a NZ merchant bank in Asia Pacific as Sales Director in new acquisitions, Business Development Director for the Australian PLC eTick and Head of Industry Development for the global supply chain organisation GS1. From 2009-2012 Andrew sat as Chairman of the UK FoodService Directors Group. Currently Andrew is also completing an MBA at Henley Business School.

Andrew's role at Integritie is to enable Integritie's BPO Partners to deliver world class products and solutions to their customers, leveraging Integritie's KC Online Applications.

Overview of Integritie by Andrew

Joining Integritie in late 2012, I found a business with a strong sense of purpose looking to provide unique solution offerings backed by excellent levels of service.

Integritie is an example of all that is great with SME businesses, the agility of size to be innovative and fluid with a speed not possible by larger organisations. It has been wonderful to see the investment by Integritie in the growth of the company and in particular the development of the KC Online product suite. The launch of our

social media solution SMC4 has seen its growing capabilities place Integritie firmly as a market leader.

Identifying opportunities is something all business can do, yet the ability to fully understand it, react to it and ensure the production of a unique fit for purpose go-to market solutions is where Integritie stands apart from all competitors.

It is exciting to work within a company with such speed to market, the dedicated focus of the team has seen us deliver staggering growth.

Question Section

1) What has been a highlight for you, so far, with working for Integritie?

Being part of breaking into the government sector through working with our BPO partners has been a major milestone for the company. These opportunities have provided an exciting framework to show the high level of expertise we hold and the speed at which we can deliver.

2) When you were a child, what did you want to be?

I honestly can't remember, but I am sure it would have been one of the classics such as Policeman or Fireman. What I do remember is always being competitive and wanting to be the best at everything I did.

3) In the future, what can you see yourself doing?

I would like to one day consolidate all the skills I have learnt throughout my military and corporate careers and channel them into a corporate training and outdoor experience centre, with the corporate cliental providing the revenue to allow a free of charge offering to disadvantaged children and the disabled.

4) What is an interesting fact about yourself?

I had my portrait hung at Hampton Court Palace as part of an exhibition "People of the Thames". As a rower I was asked to participate, and feel very lucky to have been included in an exhibition with so many truly interesting people, such as the Governor of Windsor Castle Air Marshall, Ian Macfadyen and Paralympic Gold medallist Tom Aggar.

5) If you could invite any 3 people to a dinner with yourself, who would you pick and why?

The first would be Nelson Mandella, imagine what you could learn from the leader who led by example and became the world's greatest statesman. The second would be Brian Blessed, as he is such an amazingly interesting character who appears to have lived a life with such direction and drive that he has achieved more in one lifetime than many people would in ten. Thirdly I would invite Robert Falcon Scott, as he must be the most amazing of men to have ever lived. Imagine the fortitude required to explore Antarctica in 1901.



More Information

www.integritie.com

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Integritie was founded in 2000, with customers in 35 countries. Integritie has developed industry leading image, social media and email capture automation solutions, and also provide a comprehensive content management and cloud service.