



Scale the Conversation™

Smart Communications™ is the leading cloud-based platform for enterprise customer communications. As the only cloud solution ranked as a Leader in Gartner’s Magic Quadrant for Customer Communications Management, more than 350 global brands – many in the world’s most highly regulated industries – rely on Smart Communications to make multi-channel customer communications more meaningful, while also helping them simplify their processes and operate more efficiently. This is what it means to scale the conversation.

Smart Communications is headquartered in London and New York and serves its customers from offices located across North America, Europe, and Asia Pacific. The company offers a range of solutions including SmartCOMM™, SmartDX™, SmartCORR™ for Salesforce, and SmartCaaS™ for Partners.

To learn more, visit smartcommunications.com.

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THE 2018-19

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COMPANIES



EXECUTIVE PROFILE

From James Brown, CEO of Smart Communications

Companies must evolve their approach to customer communications. It’s not enough to keep pace with empowered consumers. Expectations must be anticipated and exceeded if they hope to retain and grow customer relationships. Customers are not shy about switching providers if their needs aren’t met.

The time for change is now, and we’re focused on helping companies deliver more meaningful customer communications while also helping them be more efficient—scaling the conversation! Our Conversation Cloud framework uniquely makes this possible by allowing easy integrations with other technologies—bringing together internal silos and providing a more complete view of the customer. Our customers achieve greater ROI and their customers feel more valued. It’s win/win.