



## The Evolution of Traditional Customer Experience

2021



### Entrant Company

SoftClouds LLC

### Category

Company & Organization - Most Innovative Company of the Year

### Client's Name

Balaji Ramachandran

### Country / Region

United States

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Our purpose is to guide customers on their digital transformation journey by delivering innovative, creative, & consultative solutions. SoftClouds helps improve revenue with exceptional CX and provides customer centric next generation solutions. Honesty & Integrity in customer interaction is our primary priority and we focus on providing the best customization with excellent delivery experience. SoftClouds is seen as a trusted business advisor that recommends the best CRM/CX solutions that fits the business needs of customers.

SoftCloudians take pride in high-quality work that helps themselves, customers, and the organization grow. Our experts thrive in invention and deliver next generation solutions that optimize customer experiences - from strategy through execution.

With over 16 years of experience providing customized architectural solutions and being an Oracle Platinum Partner, we know how to take CX to the next level!



## Taking your Digital Transformation & Customer Experience to the Next Level

### ABOUT US

SoftClouds understands that Customer Experience is not a specific software application; rather, a strategy for doing business. The modern solutions of SoftClouds blend Oracle Technologies and Specialist Expertise to deliver sophisticated innovation. SoftClouds has over 15+ of years of experience in providing innovations that rapidly yield measurable results & effective value. Our methodology is responsive to business expectations, whether it is department-driven or a comprehensive strategy - we'll take your CX to the next level!

## THE WHAT HUB



### Our CX Expertise

Build Loyal and Long – Term Customer Relationships.



### Our ERP Expertise

Gain Resilience, Agility, and Position yourself for Growth.



### Our Industry Expertise

Customer based Redefined Solutions for Best Experience.



### Our Cloud Expertise

Creative Cloud based Solutions to Unlock the Potential of Your Product.



### Our Mobile Expertise

Unfolding Innovations.



### Our Products

Making a Difference in the Technology with Customized Products.



## The Who Hub

Great Companies Might Not Build a Great Culture but Great Culture will always Build a Great Company! Know more about..



### Our Customers



### Our Partners



### Our Team



### Our Culture



### Our Careers



### Our Social Responsibility



### Why SoftClouds ?

## KNOWLEDGE HUB

Our Blogs

Our Infographics

Our eBooks

EXPLORE OUR BLOGS



BLOG



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20 The Room of Enterprise

Oracle Digital Assistant to

4 Sales in 2021 – Planning

29 April 2021  
**The Boom of Enterprise Resource Planning (ERP)**  
Enterprise Resource Planning (ERP) software helps to improve business...

April 2021  
**Oracle Digital Assistant to Top the Fierce Global...**  
Digital assistants (DA) have evolved from basic tasks like placing online...

4 March 2021  
**Sales in 2021 - Planning Performance Management**  
The way customers have changed over the last 20 years has been on...



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**Oracle Subscription Cloud A Futuristic Platform for...**  
From entertainment to niche box deliveries, subscriptions are growing...



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## OUR CUSTOMERS



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CEO/ SoftClouds LLC	Balaji Ramachandran
CTIO/ SoftClouds LLC	Asokan Ashok
VP, Global Strategic Sales/ SoftClouds LLC	Brian Friedman
Director of PMO and Operations/ SoftClouds LLC	Mike Downing
VP, Delivery/ SoftClouds LLC	Shankar Sitapati

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2021

**NBA Store Arena - Seamless Shopping Experience**

Entrant Company  
MPC Rio Comunicação

Category  
Customer Service - Retail

Country / Region  
Brazil

2021

**Campaign Audit & Brand Strategy**

Entrant Company  
JAM Direct

Category  
Marketing - Branding, Advertising & Marketing

Country / Region  
United States

2021

**AccuTitle, Leading Provider of Title Management Platforms**

Entrant Company  
AccuTitle

Category  
Company & Organization - Business to Business

Country / Region  
United States

2021

**Pioneering Cloud-based Contact Centers For The Digital Age**

Entrant Company  
UJET

Category  
Company & Organization - Most Innovative Company of the Year

Country / Region  
United States

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