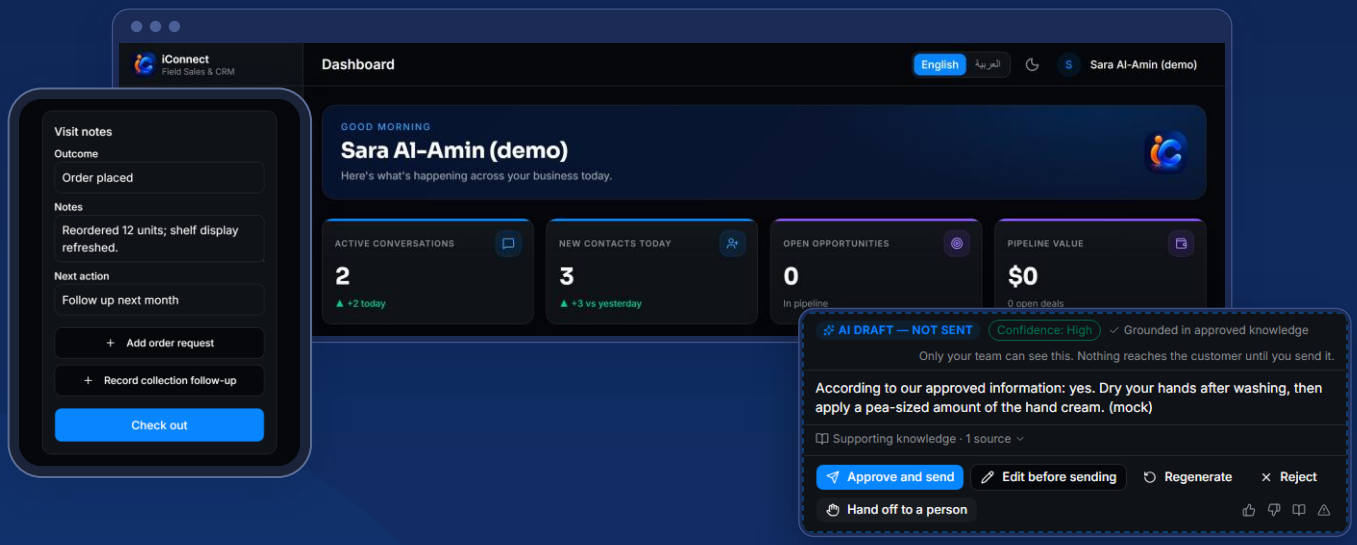
iConnect

One customer journey.
One connected team.
One intelligent platform.

Help your teams follow through on the right conversations, serve customers consistently and see what holds work back.



Product screens shown with demonstration data. The reply draft is simulated (mock), not a real AI exchange.

CRM · Leads & Sales (iSales) · iEngage · Field Sales (iField) · AI Support (iSupport AI) · Shared Inbox (iConnect Inbox) · iQuality · iFlow · iReview · iSight · iKPI

A product by iConsultants Ltd

ICONSULTANTS

When teams work apart, customers slip away

Separate tools show each team a fragment; work stalls in the gaps between them.

- Enquiries arrive without a next sales action.
- Customer context is scattered across people and channels.
- Managers chase updates instead of seeing what waits.

Choose your starting point

Is this your business?	Where to start	What could improve
We receive enquiries from our website or paid campaigns	1 2 CRM + iSales: lead with its source 6 5 iConnect Inbox + iSupport AI: channels 3 iEngage: nurturing	Interest becomes owned follow-up and informed answers, source attached. ◉ Source fields are not an ad-account connection; channels are confirmed separately.
We want stronger search visibility and publisher relationships	13 1 iSEO & Outreach + CRM	Planned visibility tracking and reviewed outreach, on the record. ○ No promise of rankings, traffic, backlinks or lead volume.
We use company social channels to attract customers	12 iGrowth: social marketing 6 iConnect Inbox: confirmed channels	The intended link between social activity, nurturing and conversations. ○ No social-message ingestion or platform connection is claimed.
We sell through representatives, referrals or field visits	1 2 4 CRM + iSales + iField	Contacts recorded or imported, opportunities reviewed, outcomes kept. ● No website, advertising or social account is required.
We need team service or client decisions on the record	6 5 1 iConnect Inbox + iSupport AI + CRM 9 8 7 iReview, iFlow, iQuality	Owned conversations and reviewed replies first; approvals, decisions and coaching as they are added. Each at its delivery scope (page 18).
Orders, requests or tasks wait between our departments	11 iKPI: targets, journeys, rework 10 iSight: executive view	See where work waits, who owns the next step and where rework adds cost. ○ Needs recorded events and agreed definitions; no automatic judgements.

No situation needs every offering. Start with the one that solves your problem; page 17 shows what connecting adds.

The iConnect family at a glance

Fourteen offerings for customer growth, service and operational performance

Customer-facing offerings share one customer record; iKPI also works from your own event data.

	Offering	Need · what the user does · what you keep	Status
1	iConnect CRM	**Keep customer knowledge.** One record: contacts, notes, deals → informed conversations	Controlled rollout
2	Leads & Sales (iSales)	**Follow through on enquiries.** Lead with context, then a deal → a next decision by a person	Controlled rollout
3	iEngage	**Nurture interest.** Designed for consent-based journeys → context handed to sales	Roadmap
4	Field Sales (iField)	**Visits on the record.** Check-in, outcome, next action → follow-up and decisions	Controlled beta
5	AI Support (iSupport AI)	**Answers from approved knowledge.** A draft a person reviews → reviewed answers	Controlled rollout
6	Shared Inbox (iConnect Inbox)	**Owned conversations.** Owner and status on each thread → history kept through handovers	Controlled rollout
7	iQuality	**Find recurring problems.** Designed to score conversations → coaching on real cases	Roadmap
8	iFlow	**Approvals with owners.** Designed to route approvals → overdue items visible, not chased	Roadmap
9	iReview	**Decisions on the version.** Designed for client approval per version → decisions recorded	Roadmap
10	iSight	**See priorities.** Designed to combine permitted summaries → exceptions with an owner	Roadmap
11	iKPI	**What delays delivery.** Designed to measure targets, journeys, rework → an owner per action	Roadmap
	Connected iConsultants products		
12	iGrowth	**Better-fit prospects.** Growth intelligence and social marketing → prospects with evidence	Roadmap
13	iSEO & Outreach	**Publisher relationships.** Designed for reviewed outreach → placements on record	Roadmap
	Planned coordination suite		
14	Growth Engine	**Connected growth.** Designed to coordinate selected products → responsibility per hand-off	Roadmap

Numbers 1-14 are product references; colours show the eight pillar groups (pillar 8: iFlow 8, iReview 9, iSight 10, iKPI 11). Knowledge and channels are supporting capabilities.

Connected customer journey

One journey, a named hand-off at every step

Each stage names what it passes on and who owns it. Solid: demonstrated on sample data. Dotted: requires setup. Dashed: illustrative. Visit and Support are optional paths.



Stages A to I; chips name the offering. Dashed cards: illustrative stages. Tinted cards: require setup. Delivery scope: page 18.

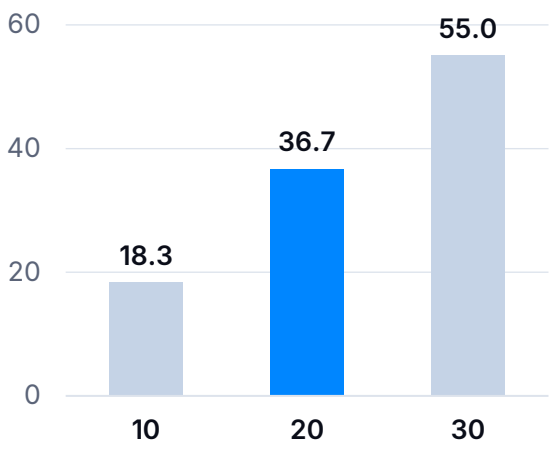
1 Pillar 1 · iConnect CRM

Informed follow-up, without re-collecting the context

For owners and sales teams: one record for contacts, history and opportunities.

What your business gains

Less repeated searching; any authorised colleague can follow up informed.



Illustrative scenario · assumed inputs

What if each of 5 people freed 20 minutes a day?

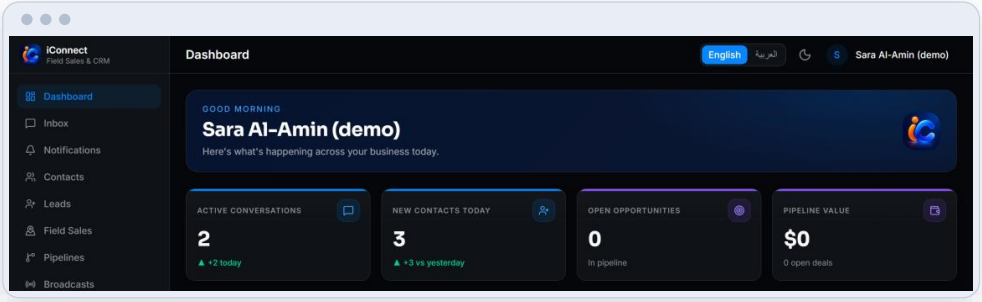
36.7 hours / month SAR 2,750 in assumed staff-time value

↳ Capacity to reinvest in customer follow-up.

Minutes freed per person per day | bars: hours a month | blue bar: the example case

Inputs: 5 people · 20 minutes a day · 22 workdays · SAR 75 per staff hour

Gross capacity value before software and implementation costs; not a cash saving or net return.



CRM dashboard: conversations, new contacts, open opportunities and pipeline value. Demonstration data.

Receives
Contacts, leads, conversations and visits

Acts
Keeps one record per customer, duplicates flagged

Produces
A shared record and a dashboard

Connects to iSales · iField · iConnect Inbox · WhatsApp broadcasts · iEngage

Controlled rollout · **What it needs:** the platform foundation; your contact data, imported or entered

2 Pillar 2 · Leads & Sales (iSales)

Follow through on more of the right enquiries

For sales teams: each enquiry becomes a sourced lead; a person qualifies it into a deal.

What your business gains

Serious enquiries get context, an owner and a next decision made by a person.

Illustrative scenario · assumed inputs

One enquiry cohort followed to won deals; a person decides at each step

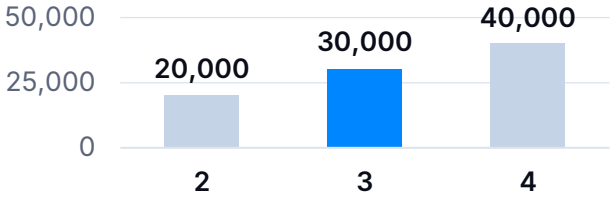


Inputs: one assumed cohort of 100 enquiries, followed through one observation window

A salesperson qualifies; fit, evidence and engagement signals are planned (iGrowth, iEngage).

Illustrative scenario · assumed inputs

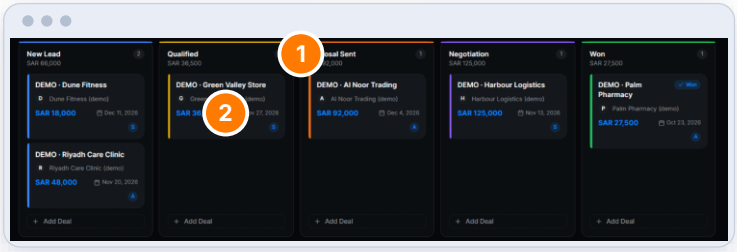
One additional won deal = SAR 10,000 revenue



Won deals in one period | bars: revenue, SAR | blue bar: the example case

Inputs: SAR 10,000 assumed average deal value · 2, 3 or 4 won deals in one period

Winning 3 instead of 2 adds SAR 10,000 here. Revenue before costs: not profit, not a result.



Pipeline board with synthetic demonstration deals: stages, value, close date, owner. Demonstration data.

1 Stages from new lead to won

2 One deal: contact, value, expected close date and the owner badge

Receives	Acts	Produces
Enquiries with their source, once activated	A person qualifies the lead and converts it to a deal	A sourced lead, then a deal with its owner

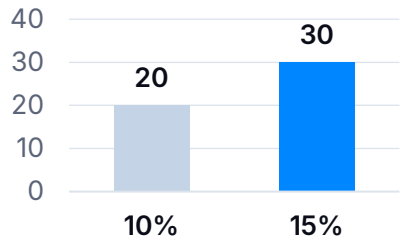
Connects to CRM record · Website enquiry capture · iConnect Inbox · iEngage hand-off

Controlled rollout · **What it needs:** the platform foundation and the customer record (CRM); website enquiry capture activated per deployment, if used

3 Pillar 3 · iEngage

iEngage: designed to hand sales warmer, better-fit prospects

What your business gains: Help sales spend more time with interested prospects, with their engagement history ready for the conversation.



Blue: the example case

Illustrative scenario · assumed inputs

Same 200 consenting prospects, same window: 10% versus 15% become sales-accepted hand-offs

10 more hand-offs

If two more opportunities were won at an assumed SAR 10,000 each: SAR 20,000 additional revenue before costs.

Business problem	Campaigns go out; sales cannot tell which prospects are ready to talk.
Product action	Engagement is scored on a consenting audience; a salesperson confirms qualification.
Measurable change	10 more sales-accepted hand-offs from the same cohort and window.
What the business gains	More selling time with interested prospects, their history ready.

Inputs: 200 consenting prospects · 10% and 15% sales-accepted · 2 additional wins at SAR 10,000 assumed

Scoring suggests; a salesperson confirms qualification. Revenue before costs: not profit, not a result.



How iEngage is designed to work. Design illustration, not a product screen.

Receives	Acts	Produces
CRM audiences and consent; iGrowth signals	Designed to score engagement and propose leads	Warm, sourced leads with their engagement context

Connects to: CRM audiences · iSales pipeline · iGrowth signals · iSight

Company fit	Supporting evidence	Relevant engagement	Human qualification
Ideal-customer criteria	Checkable sources	Consenting audience	A salesperson decides
12 iGrowth	12 iGrowth	3 iEngage	2 iSales

Scores suggest; a salesperson qualifies. iGrowth discovers prospects; iSales manages opportunities.

Roadmap · **What it needs:** customer and audience records with consent (CRM) and an email sending account

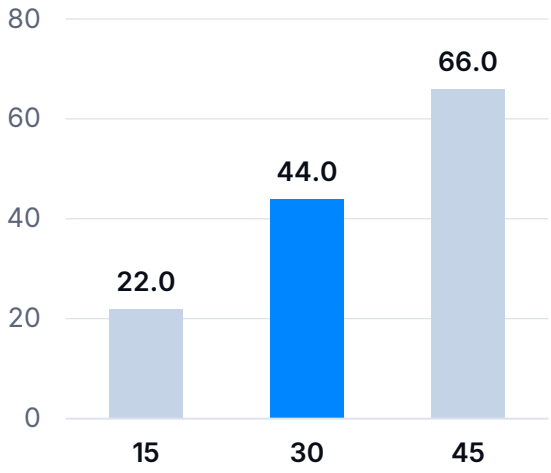
4 Pillar 4 · Field Sales (iField)

Useful visits, without separate reporting

For field teams: outcomes recorded at the customer, seen without chasing.

What your business gains

Visit outcomes recorded once; the office follows up without chasing reports.



Illustrative scenario · assumed inputs

What if 4 representatives each saved 30 minutes of evening reporting?

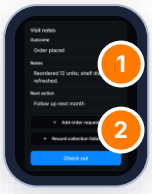
44.0 hours / month SAR 3,300 in assumed staff-time value

↳ Capacity to reinvest in visit preparation and account follow-up.

Minutes freed per person per day | bars: hours a month | blue bar: the example case

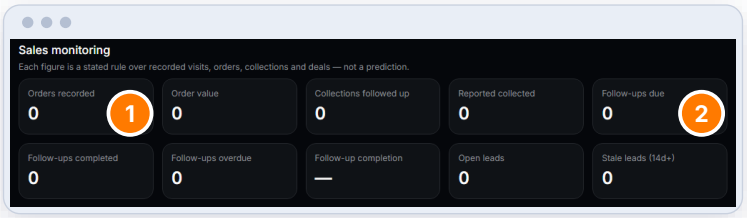
Inputs: 4 representatives · 30 minutes a day · 22 workdays · SAR 75 per staff hour

Gross capacity value before software and implementation costs; not a cash saving or net return.



Visit outcome recorded on the phone. Demonstration data; location simulated in testing.

1. Outcome, notes, next action
2. Order and collection



Manager view: orders, collections and follow-ups from recorded visits. Demonstration data.

1. Orders and collections recorded on site
2. Follow-ups due and completed

Receives
Customer visits, opened on the phone

Acts
Records check-in, outcome, orders and collections

Produces
Visit outcomes on the account and manager figures

Connects to ● CRM record ● Manager figures ● iConnect Inbox ○ iSight

Controlled beta · **What it needs:** the platform foundation and the customer record; representatives' phones with a browser; location approval per deployment

Order requests and collection follow-ups are sales records, not accounting, invoicing or stock entries.

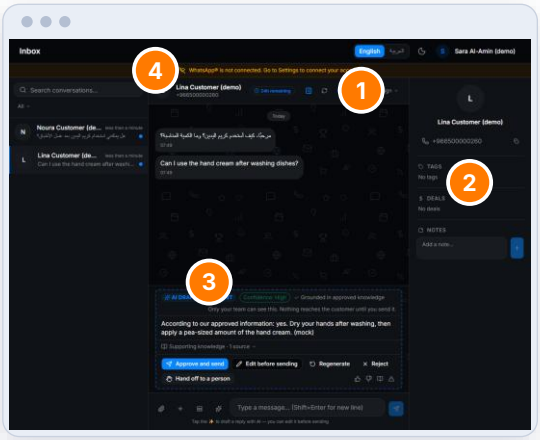
6 Pillar 6 · Shared Inbox (iConnect Inbox)

Keep conversation ownership clear through handovers

For teams sharing conversations: an owner, a status and the customer's record alongside.

What your business gains

Clear conversation ownership, and continuity when a colleague takes over.



Shared inbox in a demonstration workspace: conversation list, thread, status and assignment, with the customer's record alongside. WhatsApp is not connected here; the AI draft is simulated (mock). Demonstration data.

1. Status and owner: open, assignable to a person
2. Customer record alongside: tags, deals, notes
3. AI draft seen by the team only; nothing sent until approved
4. WhatsApp not connected in this workspace

Channel status

◉ **WhatsApp Business** Integration built; activation pending	○ **Website chat** Demonstrated in testing; not yet released	○ **Company email** In development; two-way email planned	○ **Other channels** Roadmap

Receives Messages from configured channels › **Acts** Assigns an owner and a status › **Produces** A conversation on the customer's history

Connects to ● CRM record and deals · ● iSupport AI drafts · ◉ WhatsApp Business · ○ iQuality review

Controlled rollout · **What it needs:** the platform foundation and the customer record; a channel activated and verified per deployment (WhatsApp Business; company email is in development)

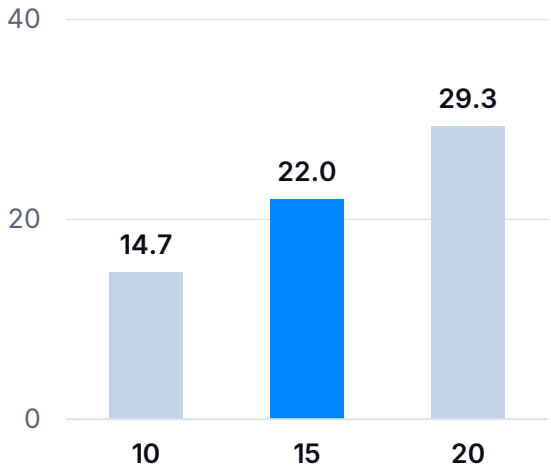
5 Pillar 5 · AI Support (iSupport AI) and Knowledge

Faster answers, with a person deciding what is sent

For service teams: a draft from approved knowledge; the agent approves, edits or rejects it.

What your business gains

Less searching and reply preparation; a person reviews every answer sent.



Illustrative scenario · assumed inputs

What if 4 agents each saved 15 minutes a day preparing answers?

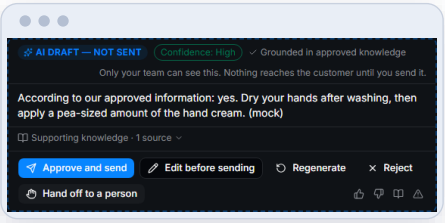
22.0 hours / month SAR 1,650 in assumed staff-time value

↳ Capacity to handle customer questions and review complex cases.

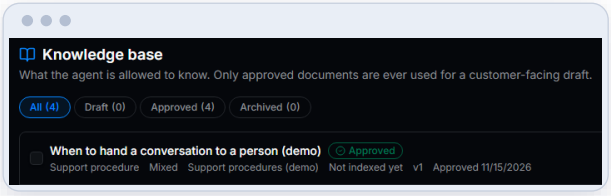
Minutes freed per person per day | bars: hours a month | blue bar: the example case

Inputs: 4 agents · 15 minutes a day · 22 workdays · SAR 75 per staff hour

Gross capacity value before software and implementation costs; not a cash saving or net return.



Simulated reply ("mock"), not a real AI exchange; a person approves, edits or rejects it. Demonstration data.



Knowledge base: only approved documents are used; this one is not yet indexed. Demonstration data.

Receives An inbox conversation and approved knowledge

Acts Drafts a reply with sources and confidence

Produces A suggestion a person approves, edits or rejects

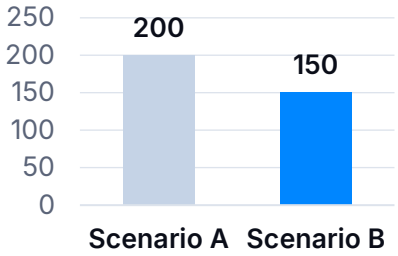
Connects to ● iConnect Inbox ● Knowledge base approvals ● CRM record ○ iQuality governance

Controlled rollout · **What it needs:** iConnect Inbox, an approved knowledge base and an activated channel

7 Pillar 7 · iQuality

iQuality: designed to lift service quality with evidence

What your business gains: Find recurring service mistakes, coach using real examples, and reduce the work customers and agents have to repeat.



Additional repeat contacts a month · blue: the example case

Illustrative scenario · assumed inputs

Same monthly workload and follow-up window: 200 (scenario A) versus 150 (scenario B) additional repeat contacts

10 staff hours SAR 750 in assumed staff-time capacity value a month

↳ Capacity for other customer work; not automatically a cash saving.

Business problem	Customers come back about the same issue; agents repeat settled work.
Product action	Conversations are scored with evidence; recurring mistakes are coached on real cases.
Measurable change	50 fewer repeat contacts a month: 10 staff hours at 12 minutes each.
What the business gains	Released time for other customer work; genuine resolution stays the standard.

Inputs: 200 and 150 additional repeat contacts, same monthly workload · 12 minutes each · SAR 75 per staff hour

Gross capacity value before costs, not a cash saving; cases are resolved genuinely, never closed early.



How iQuality is designed to work. Design illustration, not a product screen.

Receives	Acts	Produces
iConnect Inbox conversations and replies	Designed to score, flag risk and queue manager review	Scorecards and coaching records

Connects to ○ iConnect Inbox ○ iSupport AI ○ iSight ● Roles and audit trail

AI-assisted scoring

Designed to score with evidence, open to override.

Human and AI governance

AI and human replies reviewed alike.

Roadmap · **What it needs:** conversations in iConnect Inbox

ⓘ Company-owned channels only; scores are evidence, not verdicts. Genuine resolution is the standard: no case is closed early to improve a count.

Approvals, decisions and visibility

8 iFlow

Operations managers and team leads

Approvals sit in chat threads; nobody sees who holds them or for how long.

What your business gains: Approvals routed, responsibility clear, less chasing.

Receives: Events from routed modules · **Acts:** Designed to route approvals to the right person · **Produces:** Overdue approvals and the next person visible

Connects to: Routed modules · iReview · iSight

9 iReview

Agencies and service teams with client sign-off

Client feedback scatters across email and chat, so teams rework the wrong version.

What your business gains: Decisions tied to the right version, less conflict.

Receives: A content version shared for review · **Acts:** Designed for comments and approval, in Arabic or English · **Produces:** One recorded decision per version

Connects to: CRM account · iFlow · iConnect Inbox

10 iSight

Owners and executives

Leaders assemble results from separate reports, after the fact.

What your business gains: Bring results and exceptions into one executive view, so leaders spend less time collecting reports and more time deciding what needs attention.

Receives: Permitted summaries from your products and iKPI · **Acts:** Designed to combine them under agreed definitions · **Produces:** Results, trends and priorities, one executive view

Connects to: CRM, iSales, iField, iConnect Inbox · iKPI · iQuality, iGrowth

Illustrative scenario · assumed inputs

4 managers × (2 – 0.5) h a week × 4 weeks
= 24 hours; × SAR 75 = SAR 1,800

24 hours per four-week period; SAR 1,800 in assumed capacity value

Before software and implementation costs; capacity, not cash.

Exception card

Issue	Approval queue over target
Department	Finance
Owner (manager)	Finance manager
Review date	Next weekly review

Illustrative workflow. iKPI calculates and investigates; iSight presents; iFlow routes approved actions.

Roadmap · **What it needs:** CRM records or iConnect Inbox conversations; for iSight, agreed definitions

Automations and Flows are a current CRM feature; iFlow extends routing across modules.

11 Pillar 8 · iKPI (11) · Business Performance & Process Intelligence

iKPI: see what holds work back, and where improvement could pay

Executives and managers in any department, from company level to a single order, request or task.

What your business gains: Designed to help reduce avoidable waiting, rework and manual follow-up, so managers can improve delivery reliability and control costs.

Designed with the family: iKPI flags an exception → a manager reviews → iSight presents the summary. Routing the approved action through iFlow, and an iQuality link, are planned. Works from your event data or with iConnect records.

Questions it is designed to answer

- Which departments meet their targets, with acceptable quality?
- Where does work wait, and which approval or hand-off delays it repeatedly?
- Who owns the next action, and where is rework increasing costs?
- Who shows strong follow-through, and who needs support or a workload change?

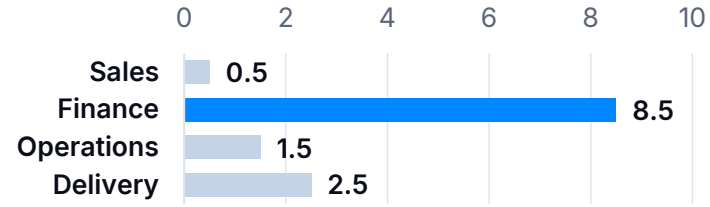
Proposed measures

- Queue age
- On-time completion
- Rework
- Cost per completed case

AI is designed to summarise evidence and suggest investigations; agreed definitions and recorded events determine every measure, and managers decide.

Illustrative design scenario

One order, four departments: 13 business hours, 8 of them waiting in Finance



Business hours per stage | blue: the longest stage

Inputs: Sales 0.5 · Finance 8.5 (8.0 queue, 0.5 activity) · Operations 1.5 · Delivery 2.5 business hours

Elapsed time, not effort; Delivery active time unknown.

30 cases × SAR 100 = SAR 3,000
20 cases × SAR 100 = SAR 2,000
Difference: SAR 1,000 a month

SAR 1,000 lower paid cost a month, before all other costs

Assumed inputs, not a result. Gross difference, not net profit.

Find the approval queue holding up delivery, then give the investigation a clear owner.

Value route: delay recorded → investigated → change made → same measure reviewed → impact after all costs.

Roadmap · **What it needs:** validated event files or an approved API; configured processes

Visibility follows configured processes and recorded data; sector measures need configuration. Employee views are designed to weigh role, workload, complexity and quality; a queue alone shows no cause or individual fault.

iGrowth: designed to research better-fit prospects

Growth Intelligence & Social Marketing

Prospect research, company intelligence and agreed social marketing, connected to iConnect; the Growth Engine connects them to engagement and sales.

What your business gains

Designed to focus commercial effort on relevant opportunities, with evidence behind each.

Receives	Acts	Produces
Ideal-customer criteria and company-owned social accounts	Designed to qualify prospects, publish content, read signals	Prospects and signals handed to iConnect

Connects to ○ CRM contact ○ iEngage audiences ○ iConnect Inbox ○ iSight

Four planned capability groups

Prospect discovery and buying signals

Designed to define the ideal customer, research companies and qualify with an explanation a person can check. A signal is not confirmed intent.

Social planning and publishing

Designed for a calendar, scheduling and AI-drafted captions in Arabic and English from company-owned accounts. iConnect never publishes.

Social conversations served in iConnect

Planned: supported comments and messages would reach the shared inbox, on the customer timeline. A like is never consent.

Listening and growth analytics

Designed to follow approved keywords and mentions by channel and topic, summarised through iSight.

Company-owned accounts only, never personal; role-based approval and human review. iGrowth does not own CRM, nurturing, workflows or family analytics.

Roadmap · **What it needs:** licensed data providers and company-owned social accounts

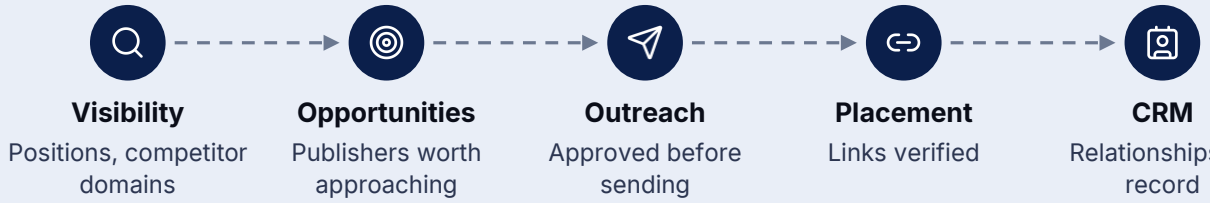
13 Connected product · iSEO & Outreach (13)

iSEO & Outreach: designed to organise visibility work

For marketing and growth teams: designed to track visibility, govern publisher outreach and keep verified placements in CRM.

What your business gains

Designed to prioritise visibility work, publisher relationships and reviewed outreach; no promise of rankings.



How iSEO & Outreach is designed to work. Design illustration, not a product screen.

Receives	Acts	Produces
Target topics and authorised data providers	Designed to find opportunities and draft reviewed outreach	Outreach and placement records in CRM

Connects to ○ CRM contacts ○ iGrowth ○ iEngage

Governed visibility tracking

Designed around providers you authorise.

Reviewed outreach

Designed so a person approves before sending.

Verified placements

Designed to record what exists, not promises.

Connected to CRM

Designed to make publishers CRM contacts.

Roadmap · **What it needs:** CRM for relationships; search-data and email providers

Growth Engine: connected growth, from research to revenue

Coordination across selected products with responsibility at each hand-off. iGrowth covers focused growth activities; the Growth Engine is designed to connect them to engagement and sales.

iGrowth finds and qualifies prospects with evidence
→ Prospects with evidence

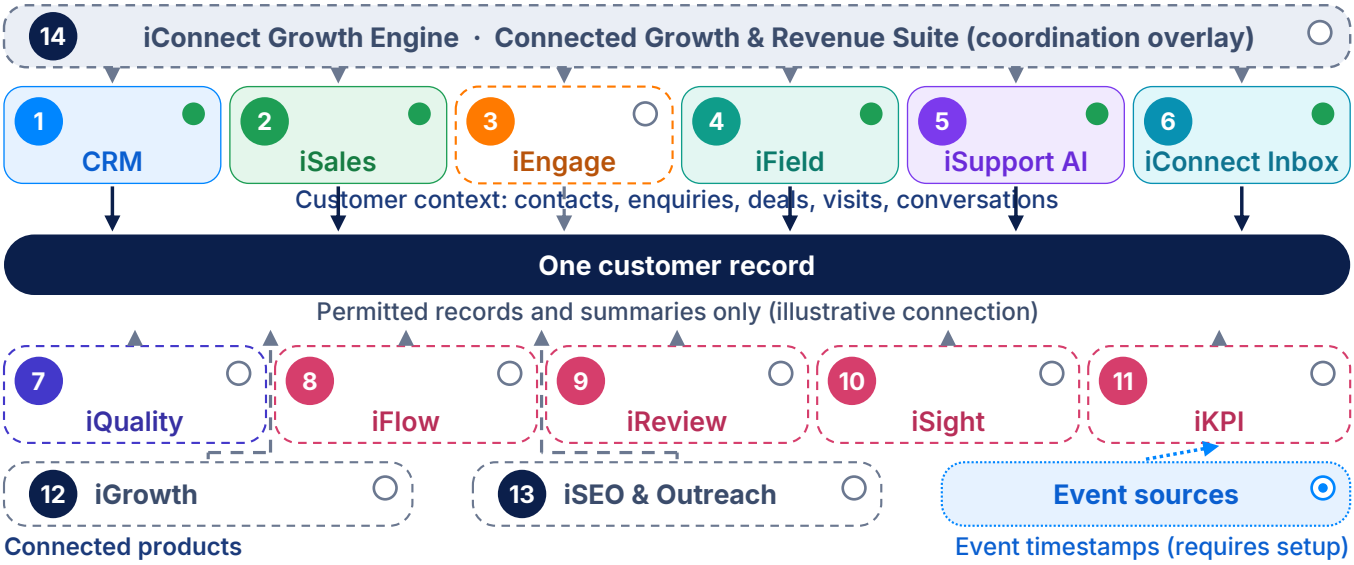
iEngage nurtures the consenting prospects
→ Engagement context

iSales qualifies and works the deal on the CRM record
→ Qualified opportunity

iKPI · iSight measure the motion, present the summary

Benefit: effort goes to relevant, consenting prospects; no restart at hand-offs.

The full family: customer context, operational events and the coordination overlay



Example combinations: products and essential connections

Combination	Products	What it needs / Optional
Core growth combination	**12** iGrowth · **3** iEngage · **1** CRM · **2** iSales	**What it needs:** iGrowth to iEngage and CRM; iEngage to iSales; email sending; consent records. **Optional:** iSEO & Outreach
With workflow and measurement	**12** iGrowth · **3** iEngage · **1** CRM · **2** iSales · **8** iFlow · **10** iSight · **11** iKPI	**What it needs:** the core combination, plus the events iFlow routes and the definitions iSight and iKPI measure. **Optional:** iSEO & Outreach

Roadmap · **What it needs:** the products it coordinates, each at its own status: iGrowth, iEngage and CRM/iSales at the core

Illustrative workflow. Solid: demonstrated; dotted: requires setup; dashed: illustrative.

What connecting offerings adds

A Sales coordination

1 CRM · 2 iSales

Trigger: An enquiry arrives with its source

controlled rollout; capture per deployment

iSales records the lead on the record
→ Customer context

Salesperson decides the next step from the customer context
→ Qualified opportunity

CRM keeps the deal and its owner on the record

What your business gains: Give sales more time for the right conversations: enquiry context and the owner stay together, so a person decides the next step informed.

Proposed measure: follow-up completion in a defined enquiry cohort

B Field coordination

1 CRM · 2 iSales · 4 iField

Trigger: An opportunity needs a visit

controlled rollout; iField controlled beta; visit optional

Representative opens the visit and checks in
→ Check-in with location

Representative records the outcome and next action
→ Visit outcome

Salesperson reviews and sets the next action

What your business gains: Turn customer visits into the next sales action: the outcome is recorded once, so the office follows up without waiting for a separate report.

Proposed measure: reporting minutes per representative; timely follow-up

C Customer service

6 iConnect Inbox · 5 iSupport AI · 1 CRM

Trigger: A question on a configured channel

controlled rollout; WhatsApp per deployment

iSupport AI drafts from Knowledge
→ Draft, unsent

Agent reviews or edits the draft
→ Approved reply

Agent sends via active channel
→ Sent message

CRM keeps it on the history

What your business gains: More time for customers: question, approved knowledge and context sit together, so a person reviews each reply with less searching.

Proposed measure: reply preparation time; corrections; repeat contact

D Operational performance

11 iKPI · 10 iSight · 8 iFlow

Trigger: An order, request or task waits between departments

roadmap; iSight, iFlow optional

Your systems send events: files or an approved API
→ Event timestamps

iKPI designed to flag a queue breaching its agreed target
→ Performance exception

Manager investigates the evidence, assigns an owner and a date
→ Approved improvement action

iKPI re-measures the same definition next period

What your business gains: Reduce avoidable waiting and rework: the delay, its evidence and the action's owner stay together, so delivery reliability and costs are managed.

Proposed measure: queue age and on-time completion for the chosen process; rework cases a month

Illustrative workflows; delivery scope on page 18. A person reviews what reaches the customer.

Delivery scope for all fourteen offerings

Configured or built for your business. Final capabilities, connections and delivery milestones are agreed in your proposal.

● Controlled beta ◉ Controlled rollout ○ Roadmap

	Entry	Status	Included today	In an agreed phase
1	**iConnect CRM**	◉ Controlled rollout	Contacts, tags, notes, import, dashboard	Broadcasts after WhatsApp onboarding
2	**Leads & Sales (iSales)**	◉ Controlled rollout	Pipelines, deal values, linked conversations	Site capture per deployment; stages
3	**iEngage**	○ Roadmap	Not yet available	Campaigns, journeys, scoring, hand-off
4	**Field Sales (iField)**	● Controlled beta	Check-in, outcomes, figures	Rollout: notifications
5	**AI Support (iSupport AI)**	◉ Controlled rollout	Drafts with sources, approve or edit, EN/AR	Quality governance through iQuality
6	**Shared Inbox (iConnect Inbox)**	◉ Controlled rollout	Owner, status, templates, notes	WhatsApp activation; website chat, email
7	**iQuality**	○ Roadmap	Not yet available	Scoring, targets, scorecards, coaching
8	**iFlow**	○ Roadmap	Not yet available	Cross-module approvals, hand-offs
9	**iReview**	○ Roadmap	Not yet available	Bilingual client approval portal
10	**iSight**	○ Roadmap	Not yet available	Executive view across products
11	**iKPI**	○ Roadmap	Not yet available	Targets, scorecards, journeys, rework, actions
12	**iGrowth** Connected product	○ Roadmap	Not yet available	Research, intelligence, social marketing
13	**iSEO & Outreach** Connected product	○ Roadmap	Not yet available	Visibility, reviewed outreach, placements
14	**Growth Engine** Coordination suite	○ Roadmap	Not yet available	Coordinating research, engagement, sales

◉ Channels: WhatsApp Business connected and verified per deployment. Website chat (demonstrated in testing) and company email (in development) are not yet released. Other channels: agreed phase.

iConnect is offered through a controlled beta and phased deployment model. Capability availability depends on the selected solution, configuration, integrations and acceptance requirements.

A software and AI studio that stays involved

A UK-registered software and AI studio; iConnect is our own product. Access follows role, actions leave a record, and people control what customers receive.

Governance built into the design

Organisation isolation
Each organisation's data kept separate.

Role-based permissions
Owner, admin, agent, viewer, field roles.

Recorded actions
Key actions recorded, with who and when.

Human control over AI
AI suggests replies; a person approves each.

Consent separation
Marketing consent recorded separately.

English and Arabic
Both languages; right to left for Arabic.

How we work with you, in phases

01 **Discovery**
Your priority challenge and a good outcome.

02 **Configuration**
Pillars, roles and languages around your teams.

03 **Integration**
WhatsApp onboarding and connections, with you.

04 **Improvement**
Pilot feedback shapes what is configured next.

Your business case: how a pilot would be assessed

01 **Baseline** · Measure the current state first: time, follow-up, quality.
02 **Agreed measures** · A few measures chosen for your combination of products.
03 **Quality safeguards** · Correction rate, repeat contact and approvals watched alongside speed.
04 **Observation period** · A set window with a review date; one cohort followed through it.
05 **Costs assessed** · Outcomes weighed against implementation and running costs.

Build a business case around your own workload, baseline and operating costs.

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Next step

Start with your biggest operational challenge.

Tell us which situation on page 2 is yours. We will show how it works on demonstration data, and what your phased deployment looks like.

Primary next step

Request a tailored demonstration

The pillars that matter to your teams, on demonstration data, with the hand-offs shown.

Start with your highest-priority challenge

A discovery conversation to agree the first product and the first hand-off to fix.

Discuss a controlled iConnect pilot

A defined scope, a small group of users and clear acceptance points on demonstration data.

Scan to explore iConnect

iconsultants.tech

info@iconsultants.tech

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iConnect

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