

Customer Connect: Streamline Your Customer Interactions

A web-based portal that empowers your customers to view, download and print important documents such as credit notes and invoices anytime, reducing the need for re-issues.



Key Benefits of Customer Connect



Automate Customer Sign-Up

- **Seamless onboarding:** Our advanced security, authentication, and role management system allows you to automate customer sign-up in just one click.
- **Save time:** Simplify the process for both you and your customers, reducing manual work.



Invoice Access, Download, and Print

- **Full invoice management:** Customers can easily access new and historical invoices, with the ability to download and print them for their records.
- **Improved visibility:** Help customers stay on top of their account management with 24/7 access to their financial data.



Customisable Platform to Match Your Brand

- **Tailored experience:** Configure the documents available in the portal. Choose which transaction types from Gold are available for your customers to view, download and print.
- **White label platform:** Add your own logo and brand colours to your customer portal.



Enhance Cash Flow & Minimise Administrative Tasks

- **Increase revenue:** Customise your portal's landing page to promote key services and promotions. Engage with your customers directly.
- **Reduce support calls:** Minimise the need for customer service calls and cut down on administrative tasks, freeing up valuable time for your team.

Find out more here:

<https://customer.ibcos.co.uk/customer-connect>