vyn®
SmartVideoNotes®

AI-POWERED SMARTVIDEONOTES

Vyn®
for
Water

Trusted by 80% of Top UK Utilities

WALES&WEST UTILITIES

AffinityWater

YorkshireWater

United Utilities
Water for the North West

SEVERN TRENT

NWG living water

love every drop anglianwater

Dŵr Cymru Welsh Water

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Win Total Experience with Vyn®

FOR CUSTOMERS & FIELD SERVICE TEAMS

Vyn® is a guided video capture app and AI-powered analysis platform that transforms outdated paper and pencil processes to data-rich video based workflows

For Your Customers: Replace time-consuming live calls with asynchronous video as your primary self-service channel

For Field Teams: Replace inaccurate forms with our our all-in-one video mobile app to digitise forms into analysable video

Problems We Solve

- Poor CSAT Across Form-Based Customer Journeys

- Repeat & Unneeded Site Visits

- Fixed Penalties Notices from Non-Compliance

- Worker and Public Safety

Customer Self-Service with Vyn® AI Video

Empower your customers to send you short guided videos of their issues or to conduct their own site surveys without downloading any application

Customer support teams can remotely review the recorded videos, progress the job, or take the next best action

Benefits

- Generate same-day quotes
- Improve customer experience
- Increase speed of service
- Reduce site visits
- Plan engineering works to deliver first time right

Field Teams Self-Assurance with Vyn® AI

Enable field workers to achieve the highest standard of safety, efficiency, and quality by implementing video into their workflow

Create remote visibility for your back-office team and promote collaboration through AI assisted notifications alerting supervisors of the most urgent issues

Benefits

- Eliminate fines
- Identify bad practices that would otherwise go unnoticed
- Eliminate time-consuming visits
- Foster a safety and self-audit culture
- Create a digital audit trail

vyntelligence.com   hello@vyntelligence.com

Vyn® Connections

Faster & Efficient Connections with Customer Self-Serve

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Our clients struggled with limited surveyors for new connections and service requests. Physical site surveys are time-consuming and costly, causing delays and poor customer satisfaction. Lack of site visibility worsens the issue by causing aborted visits
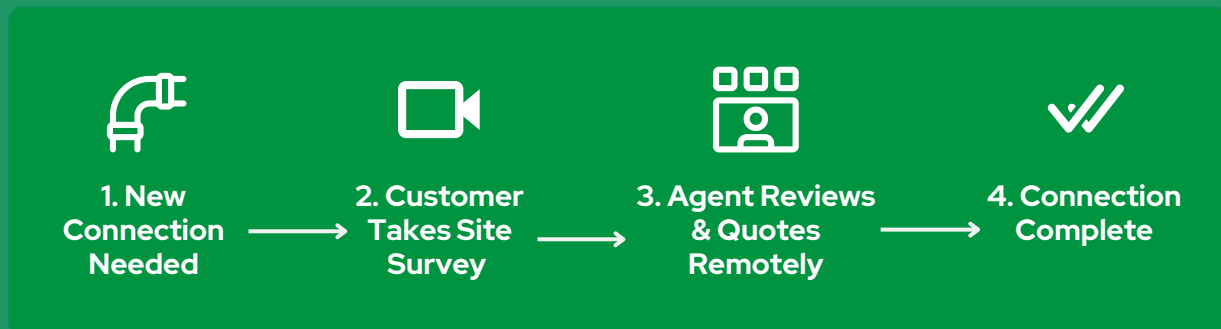
The Solution

Vyn® Connections solution simplifies & digitises new service requests by re-imagining customer and utility experience enabling faster data capture & flow

Video Survey Report: Digitally auto-guide customers to perform site surveys on their own, in their own time

- No application download
- Configurable, guided, and dynamic video workflows
- Easy to integrate with your website, contact centre, or CRM

Customer Service Agent Dashboards and Analytics: Desktop and mobile supported analytics and workflow management

- Faster quotes and reviews powered by Vyn AI® and Analytics
- Desktop views to recreate the scene, collaborate and plan works
- Geographic view of active and complete works

1. New Connection Needed → **2. Customer Takes Site Survey** → **3. Agent Reviews & Quotes Remotely** → **4. Connection Complete**

Results

- **75% of consumers adopted Vyn®** as top channel of choice for connection requests. Accessible to 100% of UK consumers
- Reduced survey costs with 70% reduction in physical visits

- **Achieve 98+ CSAT scores**, consistently higher than other channels
- Lead time to connection cut down by 85%
- Improve Developer Experience (UK DMEX) performance and avoid penalties

Vyn® SaaS Platform

Simply drag and drop Vyn into any frontline workflow

Frictionless Adoption and Data-Driven Interactions

Mobile & Video First Experience

Integrated human and AI/ML framework delivering tangible business outcomes through seamless enterprise consumer experiences

Single App, Multiple Processes

No new learning required—simplifies change management, supporting easy workflow adoption and business expansion

Verticalized AI/ML Analytics

Leverage industry-specific data sets for solving scarce data problems, reusable across multiple sectors and industries

Enable Speed & Scale Across Any Process or System

Scalable

Vyn's® multimedia data capture flows uses standard web technologies, low-code methods, and APIs, enabling employees to model complex scenarios

Adaptive

Vyn® platform auto-adapts using schema-less databases and cloud tech for scalable, uniform data handling across simple and complex use cases

Integratable

Works with existing CRM & FSM platforms using Push & Pull Rest API Architecture. Integrate with Salesforce, Service Now, Autodesk, IBM Maximo and other platforms in use

Enterprise Grade and Secure

Secure and Ethical AI

No need for large, high-quality data collection, ensuring privacy. Benefit from models proven for accuracy, transparency, and reliability

Single Sign On

Support OAuth 2.0 and Open ID Connect with ADFS, AZURE, OKTA and Salesforce

Infrastructure Security

Our infrastructure and processes are enterprise ready and compliant with security standards like SOC2, GDPR, IASME & 27001

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Vyn® Capabilities

Mobile Data Capture for Customers & Field Teams

▶ Customisable Guided Video Workflows

Enable seamless capture with multimodal video first forms. Supports image & PDF uploads, geo & time-stamp, digital signatures, and barcode / QR scanning

📱 iOS & Android App

Support your entire field team with exclusive app features like offline capture, inbox for job assignment, Notification Centre, and more

🖥 One-Time Use Web App

Send your customers one-time links via your chosen channel (SMS, email, QR codes, etc.) to easily record guided videos without logging in

Desktop Collaboration for Managers & Supervsiors

Remote Collaboration & Annotation

View recorded Vyns® on a dedicated viewer with all relevant information like form data & date/time/geo stamps. Collaborate by adding comments & labels, annotating images, and initiate further action

🔍 Searchability & Data Organisation

Search your knowledge base through the Vyn® List with advanced search & filtering capabilities and AI powered keywords. Create automatic channel assignment based on video data

Dashboards & Reporting

Customisable dashboards to show KPIs, User Engagement & Usage with exportable data to Power BI and downloadable PDF reports

Verticalised Vyn® AI Models
Pre-integrated AI Analysers to recommend next best action

🚶 People & Safety	🏷 Tagging & Categorisation
✦ AI Summary & Insights	🚜 Field Objects
🚧 Road Signs	🔭 Site Survey
🚩 Defect Detection	▲ Site Safety

Happier Customers, Contractors, & Colleagues Win with Vyn®

CX **TX** **FX**

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For questions and more details, please visit
www.vyntelligence.com or email us at
hello@vyntelligence.com

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VENDOR
2023