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Companies' Needs for Modern, Remote Customer Service

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Jan. 19, 2021

Financial institutions' need for modern technology that creates a convenient, secure customer experience went through the roof in 2020 due to the pandemic, which is forcing banks and credit unions to redouble their efforts to evolve and remain competitive. Thanks to a partnership announced today between FinTech enablement company ENACOMM and BLM Technologies, a leading single-source provider of complete technology solutions, implementing technologies needed to adapt can now be a turn-key process for banks, credit unions, credit card and payment companies.

The ENACOMM-BLM Technologies partnership will allow BLM Technologies to equip its impressive roster of financial institution customers with ENACOMM's intelligent interactions solutions. Customers will be able to take advantage of ENACOMM's:

- Virtual Personal Assistant (VPA), which leverages AI-based Conversational Banking
- Fraud Control Module for combatting omnichannel attacks
- ENACOMM Financial Suite (EFS), which includes intelligent Interactive Voice Response (IVR) – a hosted, dynamic system for personalized customer interactions

“BLM Technologies is dedicated to our customers – many of whom have trusted us for decades – by offering services and solutions that help them with the biggest business challenges,” said John Tauer, vice president of sales at BLM Technologies.

“Working alongside ENACOMM will help us stay true to our commitment with

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The ENACOMM Fraud Control Module allows users to detect, track and respond to fraud across any channel for which ENACOMM's data collection system Virtual Interactive Analyst (ViA) is deployed. The Fraud Control Module is a powerful way for financial services companies to identify the latest tricks being used by fraudsters and establish effective countermeasures.

The ENACOMM Financial Suite provides a range of software tools, from powerful voice biometrics to customer relationship management (CRM), as well as added levels of security. Unlike systems with limited verbiage or number-specific options in a standard menu, ENACOMM's data-powered IVR solution responds to verbal customer requests with human-like understanding. The technology uses customer intelligence to efficiently direct calls, personalization to help retain customers / members, and context preservation to offer fast, seamless self-service.

“BLM Technologies is trusted by numerous top-tier financial institutions thanks to their long track record of delivering innovative and complete solutions that position its customers for success in a digitally-demanding world,” commented ENACOMM CEO Michael Boukadakis. “We're thrilled to partner with BLM Technologies and together help more banks, credit unions, credit card and payment companies conquer the latest challenges ushered in by COVID-19.”

To find out more about ENACOMM's transformational technologies for financial services companies, go to www.enacomm.net. For more information on BLM Technologies' end-to-end solutions, visit www.blmtechnology.com.

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