



# The technology engine for product stewardship schemes

**Symphony3's SmartGlue technology connects everything in your business allowing you to focus on what you do best, helping companies and the community manage products over their entire lifecycle.**

Symphony3 provides the platform that connects all your disparate data and systems. This ensures you can provide a cohesive and seamless end-to-end customer experience. We'll help you super-charge your CRM, manage your collection points, engage your customers and streamline your logistics. And we'll make sure your managers have the information they need to make better decisions via reports and dashboards.

*"Symphony3 is our trusted platform provider. They ensure everything we do is connected, allowing us to deliver a great end to end customer experience 24/7 every day of the year."*

Karen Gomez, Chief Executive  
Paintback

## We help our clients achieve:

- Streamlined end-to-end service delivery ensuring a great customer experience and a high-quality service.
- Optimal logistics and collection point management.
- Elimination of manual and double handling of information and associated errors.
- Customers can easily search and find the locations and service they are looking for.
- A public that is more informed and educated about the benefits of your service.
- Optimised and quick internal decision making through better access to information.
- Senior management access to advice and guidance on technology from proven experts.
- Unlock employee potential by releasing them from mundane data entry and allowing them to work on value adding activities.
- Better trained staff and third party providers.

## By providing them with:

- A reliable and scalable technology platform that provides 100% availability at peak times.
- Collection point management tools and information.
- Optimised logistics management processes and tools.
- SmartGlue (integration) to connect all systems, ensuring seamless end-to-end service delivery (including websites, CRMs and ERPs).
- Easy to use mapping technology to allow customers to locate collection points.
- Access to timely, accurate information via reports and dashboards (within a customer portal).
- A super-powered CRM that manages relationships with all stakeholders.
- A high-quality website that is easy to find (on Google) and simple to use on any device.
- World class web content technology that doesn't cost a fortune.
- Online learning and training via a customer portal.

## Our simple four step approach (and solutions)

- 1 Assess your digital maturity and develop a plan (SmartRoadmap)
- 2 Integrate your systems with glue (SmartGlue)
- 3 Connect your customers to services via a portal (SmartConnect)
- 4 Connect your teams to information with dashboards (SmartLens)

