

How we work



At Sigma Connected, we use smart technology to make customer interactions seamless and efficient.

Our systems bring together different communication channels, support our teams with real-time insights, and help us work smarter to deliver the best possible service.

Compliance and security

We meet the highest standards for security, data protection, and regulatory compliance, giving our clients confidence that their customers' data is in safe hands.



FCA regulated – operating within strict financial standards



ISO 27001 certified – recognised information security management



Cyber Essentials Plus – UK government-backed cybersecurity certification



PCI DSS compliant – certified service provider through a Report on Compliance (RoC)



ISO 9001 certified – quality management systems that drive continuous improvement

Our security infrastructure is built on a defence-in-depth strategy, with multiple top-tier firewalls, advanced malware and email protection, and 24/7 monitoring. Our security operations centre and incident management solutions ensure rapid response to emerging threats.

With data centres in the UK and South Africa, we provide secure, resilient operations with built-in disaster recovery. Our business resilience team works closely with clients to develop tailored continuity plans.

Cutting edge technology



Omnichannel customer experience

MaxContact

our default dialler, but clients can also use their own. It connects all communication channels, so customers can reach us however they prefer without repeating themselves.

Helpwise

a shared digital inbox that keeps messages organised across teams.

HIYA

branded calling that makes our numbers easy to recognise, improving answer rates.



Smarter systems for agents

Salesforce CRM

a central hub for managing customer relationships and tracking interactions. It streamlines key parts of the customer journey.

NICE IEX

agent scheduling and resource planning.

LLM (Large Language Model)

allows us to build AI applications to support agents.

IRIS Clarity

AI background noise cancelling software.



Intelligent routing and automation

Smart Routing

is part of MaxContact, our default dialler and directs contacts to the best advisor based on experience and expertise.

Sigma ServiceOne

Orchestrates AI-driven workflows, integrating systems to automate tasks, optimise performance, and give agents a smart 'single pane of glass'.

AI Agents

GenAI conversational tool by MaxContact for voice, handling queries naturally and effectively. Hands over to human agent if necessary/ appropriate.



Real-time insights

Mojo CX

software that analyses voice and digital conversations to provide insights into customer interactions and agent performance.

Power BI

combined with our data warehouse and insights team, it delivers real-time CX insights, uncovering trends and streamlining decision-making.



Self-serve options

Webio

chat bot for quick and convenient customer support that hands over to human agent if necessary/ appropriate.

Orca Portal

a self-service platform for collections, giving customers more control.

Encoded

PCI-secure payments for safe and compliant transactions. We can also use clients' own payment system.



Resilient infrastructure and security

All our systems are based in the UK, with IT teams split between the UK and South Africa.

Our **network architecture** is built on leading UK and South African providers, ensuring reliable connectivity.

We can connect to client networks in various ways, from simple VPNs to redundant **MPLS** connections.

Our **information security team** has developed a robust defence-in-depth strategy, including multiple top-tier firewall vendors, advanced malware and email protection, continuous monitoring, and a world-class **security operations centre**.

We have **physical disaster recovery centres** in both the UK and South Africa, alongside a **business resilience team** that works with clients to create tailored continuity plans.



Support for customers and agents

Zendesk

manages customer queries and support tickets.

Freshworks

manages customer queries and support tickets.

Sigma Flow

a range of tools, developed in-house, that make everyday tasks easier.

Cognexo (formerly Cognito)

helps advisors retain and apply key knowledge.

Guru

a knowledge management tool with instant, AI-powered answers delivered to agents during customer conversations.

AgentTrak

supports remote teams with performance tracking.

Our technology keeps us connected, responsive, and ready to adapt – so we can focus on what matters most: great conversations and strong customer relationships.