



New Additions for the Week 15 December - TOP STORIES #145

Here are the Vendors for the week, and for a full list of Vendors already transacting with us on the Marketplace, they [can be found here](#)

VERINT®

Verint Systems provides customer experience (CX) automation solutions through its cloud-native Verint Open Platform. The platform leverages AI-powered bots, analytics, and workflows to enhance contact center operations, back-office processes, and omnichannel interactions for enterprises. Based in Melville, New York, Verint focuses on actionable intelligence from customer data to drive outcomes like cost reduction and revenue growth.

Company Overview

Verint Systems, headquartered in Melville, New York, is a global leader in customer experience (CX) automation and actionable intelligence solutions. Founded in 1994 as part of Comverse Technology, it spun off independently and has grown into a publicly traded company (NASDAQ: VRNT) serving over 10,000 clients worldwide, including Fortune 100 enterprises in finance, healthcare, telecom, and retail.

Verint originated from Comverse's intelligence division, focusing initially on video surveillance and security before pivoting to customer engagement analytics post-2002. Key milestones include its 2002 IPO, acquisitions like KANA Software (2014) for omnichannel capabilities and Foresee (2018) for journey analytics, and a shift to cloud-native AI platforms in the 2020s. By 2025, it emphasises the Verint Open Platform, integrating generative AI for CX automation amid digital transformation demands.

Led by CEO Dan Bodner since 2002, Verint employs around 3,500 people across 50+ countries with annual revenues exceeding \$900 million. The company invests heavily in R&D (about 15% of revenue) for AI innovations like speech analytics and bots, maintaining a strong patent portfolio in workforce engagement and fraud detection.

Products and Services

Verint Systems delivers customer experience (CX) automation via its cloud-native Verint Open Platform, emphasising AI-driven bots, analytics, and open integrations for contact centres and beyond. This expansion details their modular products and professional services, building on the prior overview for enterprise-scale deployment across industries like finance and telecom.

Core Products

Intelligent Virtual Assistants: AI-powered bots for self-service across voice, chat, email, SMS, and social channels, handling routine inquiries with high containment rates.

- **Agent Support Bots:** Includes Coaching Bots for real-time guidance, Wrap-Up Bots for post-interaction summaries, and Agent Copilot for workflow acceleration via AI suggestions.
- **Analytics Suite:** Speech and Text Analytics for sentiment and trend detection; Business Analytics for performance insights from customer interactions.

think-cell

Company Overview

think-cell is a Berlin-based software company founded in 2002 as a Fraunhofer Society spin-off, specialising in PowerPoint and Excel add-ins for automating professional charts and presentations. It employs over 170 staff across offices in Berlin, Boston, Denver, London, and Tokyo, serving 1.3 million users in 35,000 companies across 180 countries. The privately held firm focuses on data visualisation efficiency for consultants, analysts, and enterprises. It has grown from a single-product focus to multi-product Suite in 2025, passing 1 million users by 2022.

Expanded globally with version 14 release and emphasis on AI/graphics innovation.

Products and Services

- **Core Charting Tools:** Automates creation of bar charts, waterfalls, Gantt, Marimekkos, and more directly in PowerPoint with Excel data integration for live updates and accuracy.
- **Layout Automation:** Aligns elements, generates agendas, and applies brand-compliant themes to streamline slide design.
- **think-cell Suite (2025):** Expanded multi-product offering including advanced reporting, asset libraries, and external data connections like Tableau.
- **Excel Add-in:** Handles rounding, dynamic ranges, and complex calculations for consistent data across worksheets.
- **Support Services:** User manual, continuous updates (e.g., version 14), and global customer support from 170+ employees.

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- **Workforce Optimisation:** Workforce Management for forecasting and scheduling; Quality Management for agent evaluation and compliance monitoring.
- **Automation Tools:** Robotic Process Automation (RPA) for back-office tasks; Knowledge Management for dynamic content delivery to agents and customers.
- **Desktop and Channels:** Unified agent workspace supporting omnichannel interactions with CRM integrations like Amazon Connect.

Services Offered

- **Onboarding Services:** Starter packages covering design, configuration, testing, training, and go-live support for rapid deployment.
- **Consulting and Value Realisation:** AI strategy, customer journey mapping, and ROI optimisation consulting.
- **Managed Services:** Ongoing operations, monitoring, and augmentation for platform scalability.
- **Education and Training:** Self-paced and instructor-led programs, plus a services catalogue for custom needs.

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Verint review

Gartner Peer Insights features positive feedback on Verint's ease of implementation, ROI achievement within months, and scalability for omnichannel CX without data science expertise. Users highlight improved agent performance, customer reach across devices, and strong support from product experts. Average ratings emphasise reliability in workforce optimisation and engagement management. [Peer reviews here](#)

thinkcell Review

Users praise think-cell for intuitive Excel-linked charts, time savings on visuals like CAGRs and difference arrows, and professional outputs ideal for consultants and analysts. Common drawbacks include high licensing costs (suited for enterprises) and occasional Gantt chart glitches or slow data sheets.

[The think-cell review can be found here](#)



Company Overview

IT Glue is a Kaseya-owned, award-winning IT documentation platform founded in 2013, serving over 13,000 organisations across 70+ countries with a focus on MSPs and IT teams. Acquired by Kaseya in 2016, it has grown its user base from 1,000 to over 16,000, backed by significant R&D investment and innovations like AI-powered automation.

Products and services

- **Structured Documentation:** Provides a trusted framework for organising IT information, including configurations, flexible assets, and AI-generated SOPs that capture every click and keystroke in real-time.
- **Relationship Mapping:** Links related IT items (e.g., users to devices via Smart Relate for Microsoft Intune/365) for instant visibility and faster troubleshooting/onboarding.
- **Secure Password Management:** Features an immutable audit trail, next-gen engine, offline mode, 1-click AD password rotation, and Vault for sensitive Quick Notes with user-specific decryption.

- **Add-On Solutions:** MyGlue for internal teams (passwords, policies, guides); Network Glue for auto-documenting networks, devices, Wi-Fi credentials, and SNMPv3 discovery.
- **Integrations (60+):** Native PSA/RMM/BDR syncs (e.g., Microsoft Intune/Azure AD, Datto Networking/SaaS, Autotask, Spanning) for automated data population and workflows.
- **Automation and Security:** QBR report builder, bulk document security, IP access control, automated backups/migrations, SOC 2 compliance, and enterprise tools like checklists/runbooks.

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ITGlue Review

Users praise IT Glue for centralising documentation, ease of use, strong integrations, and AI enhancements that boost MSP efficiency and client impressions. Common feedback highlights reliable support, secure credential sharing, and ongoing improvements.

Workwise review: [ITGlue review](#).

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