

# S1Gateway.com

## Quality policy



S1 Gateway is a company dedicated to the development of the outstanding customer service digital multichannel platform, which allows businesses to streamline their customer care experience.

We make the relationship between people and companies easy, integrating all the digital channels support into a single platform

The platform identifies and refers every message to the right agent or bot to streamline processes and reduce response time.

We offer a cloud-based solution with a robust architecture, which enables scalability and high availability, as per the highest market demands and standards.

We have a team of professionals who ensure the delivery of a high level and quality product in an agile and effective way, as per business, clients and stakeholders needs, by means of their experience, responsibility and professionalism, and of our software development process.

Our commitment to quality stems from the understanding of the current customer care needs, with an innovative and consultative approach towards technological solutions that ensure outstanding experiences to our client and excellent experiences to their users.

We are committed to abide by the applicable requirements and to improve continuously the efficacy of our quality management system, as per the ISO 9001:2015 Standards.

**Board of Directors**

3/5/2019



**S1Gateway**

