



Best Multi-Channel Automated Payment Solutions Provider 2023 - Middle East

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One company stands out for its exceptional contributions to the fintech landscape in a world where technology is shaping the way industries operate. Infinite Business Solutions, headquartered in Dubai, UAE, has emerged as a frontrunner in providing cutting-edge technology solutions and value-added services to diverse industries globally. With a relentless approach to innovation and a steadfast dedication to client satisfaction, IBS has carved a niche in the fintech sphere, setting new standards for excellence.

At the heart of IBS' success lies its comprehensive suite of six products, each meticulously designed to cater to the evolving needs of businesses across various sectors. Its flagship product, the automated self-service solution, iKiosk is a testament to the company's expertise in creating tailored hardware and software solutions. With over a decade of experience, IBS' kiosk designs are functional and visually appealing, offering organisations a complete self-service package seamlessly integrating with their operations.

In electronic voucher distribution, IBS' e-voucher distribution system, iVoucher has revolutionised the process of credit top-ups, card payments, and electronic vouchers. This streamlined solution simplifies logistical challenges while boosting operator efficiency and generating additional revenue for organisations. Meanwhile, the point of sale application, iPOS and mobile application, iMobile offer seamless payment options, enhancing the customer experience across various service providers.

The web solution, iWeb encompasses the Terminal Management System (TMS),

providing real-time visibility and unified management of connected devices. With modules like the Customer Care Module and the Cash Management Module, IBS empowers businesses to streamline their processes and offer superior service. Finally, the Wallet Solution, iWallet paves the way for online payments through mobile applications and merchants, transforming transactions.

In the dynamic fintech space, IBS remains at the forefront of industry developments through its unwavering desire to continue to innovate. The company's solutions for front-end channel automation, including self-service kiosks, payment POS, mobile solutions, and remittance kiosks, have positioned IBS as a leader in the remittance kiosk sector. With a keen focus on R&D, IBS continuously updates its software and hardware offerings to incorporate the latest security and safety measures, ensuring clients benefit from state-of-the-art solutions.

At IBS, the client is at the centre of every endeavour. The company's approach to client service is multifaceted, encompassing software and hardware support. Its software support team is committed to maintaining stringent Service Level Agreement (SLA) terms, offering round-the-clock assistance through a dedicated ticketing system. In parallel, IBS partners with proficient companies globally to provide hardware support under its rigorous supervision, ensuring that support services adhere to the highest standards.

IBS' internal culture is its unique selling proposition. Its emphasis on client satisfaction, cutting-edge technology, and quality assurance has set a benchmark in fintech. Employing skilled personnel who understand the intricate nature of the fintech landscape and possess outstanding interpersonal skills, IBS ensures that its clients receive the highest level of support. Moreover, the company's holistic approach to employee well-being fosters a sense of belonging and trust among its workforce.

As IBS steers toward the future, its trajectory is marked by a commitment to ongoing projects and anticipation of new contracts in 2023. Its dedication to innovation remains steadfast, with plans to introduce new products and versions incorporating the latest AI and big data analytics trends. By harnessing these powerful tools, IBS aims to create solutions offering enhanced benefits to service providers and end-users, reinforcing its position as a trailblazer in the fintech sector.

IBS' legacy is marked by pioneering contributions in a realm defined by innovation and transformation. Its crowning achievement, the IBS e-channels Management Platform, reflects its dedication to seamless integration and comprehensive management. This cloud-based platform is testament to IBS' ability to adapt to industry changes and provide clients with a unified interface for controlling, managing, and monitoring various electronic channels.

Infinite Business Solutions has redefined the fintech landscape with its innovative products, unwavering devotion to achieve client satisfaction, and continuous pursuit of cutting-edge technology. With a comprehensive suite of solutions catering to diverse industries, IBS has solidified its position as a global leader. As the company navigates the evolving fintech frontier, its focus on innovation, client-centricity, and internal culture continues to drive its success, making it a true leader in fintech.



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