

Be where your customers are.

Imagine this.



You're a road warrior at the airport heading home and you want a new phone.

Look, there's the Telco Wireless kiosk. You go browse Telco's touchscreen and narrow in on a few new phones, then save your information online.

At your local Telco store, a service rep pulls your information up on his iPad. He helps you choose your phone and accessories then finalizes your order on his iPad.

Meanwhile, your spouse logs into the Telco website from her Android phone, views minutes used, pays the bill, compares plans, even checks where the kids are right now.

And it all happens without calls to customer service, which saves Telco thousands of dollars a month.

Now imagine that Telco Wireless is your business. What could you do with a solution like that?







Give your customers what they want.



We like getting what we want, when we want it. It's human nature. But lately, it's moving at an accelerated pace.

Blame it on all the devices we have now—smartphones, tablets, touchscreens. They give us access. Experiences. Answers. Anywhere, anytime.

And we expect more. We, meaning all of us. Your employees. Friends. Family. You.

We are Customer 2.0.

And we want your business to keep up.

That's good news for you. You've got more opportunities to build relationships with us. Find more efficient ways to do business. Even create new revenue streams.

Trouble is, there are a lot of technologies to figure out. Flash, AIR, HTML5, Ajax, Java, Silverlight, iPhone, iPad, Android, kiosks, smart TVs, media systems, the list goes on.

Sorting through it all can distract you from daily business.

You need a partner.

But your average interactive agency can't help. Sure, they can make a one-off iPhone app. But creating something that ties into your business processes and works with all those technologies? Not a slam-dunk.

Meanwhile, systems integrators can combine enterprise apps, databases and mainframes, but they can't take them across multiple devices









and give them a consistent, elegant user experience.

They just don't do it day in, day out.

We do. And we have since our beginning. It's our passion.

We're a digital solutions agency.

We make it our business to know the technical landscape and how to help you deliver what Customer 2.0 wants—and what your business needs.

With Universal Mind as a partner, you're free to focus on the strategy, while we focus on making it happen.







What the heck is a digital solutions agency?



Unlike interactive agencies or systems integrators, we claim rich Internet applications as our foundation.

We create engaging experiences for your customers on the web, desktop, kiosks, mobile, and embedded devices that strengthen your relationship with them. Solutions that run deep through your enterprise, streamlining processes and opening new revenue streams.

We do it by employing a methodology of rigorous user experience design, development, and delivery that brings together the very best people in all three disciplines.

While specialized, all three groups have the ability to assess your business needs and solve them strategically. They also understand the many technologies in play.

So whether it's on a smartphone, in or out of a browser, at a kiosk, or in an embedded device, we can pull any or all of it together and help you use it to your business's advantage.

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