

Intouch Insight announces million dollar contract

OTTAWA, Dec. 19, 2018 /CNW/ - [Intouch Insight](#) Ltd. ("Intouch") (TSXV: INX) (OTCQB: INXSF) today announced that it has signed an agreement to provide customer service and compliance based mystery shopping services to a large convenience and gas retailer in Canada.

The contract terms run through until December 31, 2021 and the expected revenue is \$375,000 per year over the three-year initial contract term. There is also a one-year optional year which could extend the contract through 2022.

"What makes us the most excited about securing this agreement is the conditions under which it was achieved," said **Cameron Watt, President & Chief Executive Officer, Intouch Insight**. "There was an incumbent vendor in place and we bid on this contract through a request for proposal (RFP) process with multiple bidders. The incumbent is the largest mystery shopping company in North America, yet we were able to displace them and outshine all of the other bidders because of our superior, world-class technology," said **Watt**.

"While our new LiaCX™ [customer experience management platform](#) is built to be sold as a standalone software product, we're quickly realizing that its functionality is making us extremely differentiated in our traditional business lines as well. Prospective customers recognize that to ensure long-term success, they need to partner with a vendor that can support their short-term and long-term customer experience management needs. Intouch is uniquely positioned to be able to leverage its modern software capabilities of LiaCX to drive revenue on its traditional business lines," said **Watt**. "We will continue to strengthen our technology even more and focus on adding to our customer base while pursuing software sales."

About Intouch Insight

Intouch Insight offers a complete portfolio of customer experience management (CEM) products and services that help global brands delight their customers, strengthen brand reputation and improve financial performance. Through its flagship SaaS product, LiaCX™ Intouch helps clients collect and centralize data from multiple customer touch points, gives them actionable, real-time insights, and provides them with the tools to continuously improve customer experience. Founded in 1992, Intouch is trusted by over 300 of North America's most-loved brands for their customer experience management, customer survey, mystery shopping, mobile forms, operational and compliance audits, and event marketing automation solutions. For more information, visit intouchinsight.com.

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