



Turning Every Data Point Into Measurable Business Impact — In Weeks, Not Months

From Insight to Action-Ready Outcomes

Enterprises no longer need another dashboard; they need results that speak the language of the boardroom. **IntelliPact™** is a purpose-built, enterprise-grade Services-as-Software platform that converts any data source, whether it lives in CRM, ERP, IoT streams, HR systems, finance ledgers, or custom applications, into clear, revenue-linked tasks. Senior leaders, like CEOs, CFOs, CHROs, and technology executives, gain real-time, board-ready intelligence that accelerates issue resolution, strengthens cost control, and delivers measurable, trusted business value..

Why Executives Must Adopt IntelliPact Now

| Strategic Need | How IntelliPact Delivers |
|-----------------------------------|--|
| Close the Strategy Gap | Maps every operational metric directly to revenue, customer experience, or cost-target KPIs defined by the board. |
| Eliminate Operational Blind Spots | Unifies data across all systems, rapidly uncovers root causes, and pinpoints anomalies through AI-powered observability. |
| Stay Ahead of Competition | Transitions from reactive troubleshooting to proactive performance optimization, regardless of data source or location. |
| Prove Business Value Quickly | Delivers measurable ROI within 9-12 months through avoided outages, efficiency gains, and revenue-backed change initiatives. |
| Capture Market Momentum | Empowers early adopters of AI-driven “Services-as-Software” to secure and sustain a lasting competitive edge. |

The Strategic Benefits of Choosing IntelliPact



AI-Driven Recommendations – Identify anomalies and predict issues before they impact the business, regardless of data source.



Actionable Insights – Automatically prioritize complex data into work items (Jira, Azure DevOps, ServiceNow) with clear financial impact attached.



Revenue-Backed Actions – Transform every insight into a change order directly tied to revenue growth or cost-saving objectives.





Rapid Time-to-Value – Deliver first actionable insights within 2-4 weeks and achieve full outcome mapping in weeks, not months.



Outcome Mapping – Align IT and operational performance to board-level goals—whether patient-centric innovation, net-zero commitments, supply chain resilience, talent productivity, or other strategic priorities.

Breaking Data Barriers for Unified Business Intelligence

IntelliPact does not confine you to a fixed set of pillars. The platform ingests and normalizes data from:

- **Customer Facing Systems:**
CRM records, contact center logs, digital channel analytics, virtual agent performance, and e-commerce checkout flows.
- **Workforce Enablement:**
Application usage metrics, digital adoption scores, endpoint health, HRIS data, and learning management systems.
- **Enterprise Infrastructure:**
Unified communications quality, network/Wi-Fi telemetry, cloud resource utilization, and security event data.
- **Physical & IoT Environments:**
Smart building sensors, energy consumption data, environmental controls, and asset lifecycle logs.
- **Finance & Operations:**
ERP transactions, procurement data, supply chain KPIs, and budgeting and forecasting inputs.

Any structured or semi structured data set can become a source of executive intelligence. The platform automatically discovers relationships, surfaces root causes, and translates them into prioritized, financially quantified work items.

What Sets IntelliPact Apart

- ✔ **Built on XLAs from Day One** – Experience Level Agreements are native, not an afterthought.
- ✔ **Automated Insight to Action Loop** – Generates agile work items instantly in your preferred toolchain (Jira, Azure DevOps, ServiceNow, etc.).
- ✔ **Productized Delivery Model** – No lengthy consulting engagements; faster deployments and quicker wins.
- ✔ **Future Proof Agentic AI** – Autonomous problem solving that evolves with your data landscape.

Proven Business Impact

Incident Resolution Speed

+50% faster

Operational Costs

-35% reduction

Customer Satisfaction

+28% improvement

Market opportunity (5 year)

\$2.1B

Black Box – The Partner Behind IntelliPact

- ✔ **Decades of Enterprise IT Transformation:** Trusted expertise that accelerates adoption.
- ✔ **Deep Integrations:** Microsoft, Atlassian, ServiceNow and more—seamless ecosystem fit.
- ✔ **Outcome First Methodology:** Every metric tied to boardroom priorities.
- ✔ **Innovation Leadership:** Agentic AI & advanced observability keep you ahead of the curve.
- ✔ **Rapid ROI:** Low risk pilots deliver measurable value in weeks.

IntelliPact™ – Transform any data source into executive grade intelligence, accelerate outcomes, and exceed strategic board level objectives.

At a Glance

With agentic AI at its core, IntelliPact evolves from a platform into a strategic engine for enterprise transformation. Intelligent agents detect and resolve issues in real time across any data domain, orchestrate decisions across teams by automatically creating and routing work items, and continuously optimize operations by learning from each action to enhance future performance. They also uncover new growth opportunities, transforming hidden patterns into revenue-generating initiatives.

By turning enterprise data into a proactive driver of value, IntelliPact enables organizations to move beyond reactive management, confidently shaping an agile, innovative future defined by measurable business impact.

Black Box® delivers high-performance infrastructure that keeps enterprises connected, secure, and prepared for what's next. From data centers to global networks and modern workplaces, we build the foundation for perpetual innovation.