IntPowers

CORPORATE PRESENTATION · 2026

Interactive Powers

The video layer for the contact center.

We build the voice and video platforms that let contact centers meet their customers face to face — added to the platform you already run, or delivered as a complete stack. Engineering and operations from Madrid and Miami since 2015.



400K+
video calls per month

4M+
video minutes per month

15+
CC platforms integrated

2
regions · Madrid & Miami

Streamline your business communications · interactivepowers.com

THE SHIFT

Your customers stopped accepting a voice they cannot see.

For a decade contact centers added channels — chat, email, SMS, social, messaging apps. Every one of them took a person out of the conversation. Meanwhile the interactions that actually carry risk moved onto a screen, and stayed there.

More channels, less presence

Text channels made service cheaper to run and further from the customer. Volume went up; the relationship went down.

The decisive moments went remote

Onboarding, identity checks, claims, consultations and field support are now resolved without anyone traveling — on camera.

The contact center did not follow

The platform that routes every other channel still treats video as something that happens somewhere else, on somebody else's tool.



Video is the only digital channel that puts a person back in the conversation

It is also the only one most contact center platforms still cannot queue, staff, supervise, record or report on. That gap is the one our company closes, and we build efficient operations that improve the business.

Positioning based on published capability and pricing pages of leading CCaaS suites, reviewed August 2026.

THE GAP

Everyone says omnichannel. Almost nobody routes video.

Read the capability and pricing pages of the leading contact center suites and the same four patterns appear. None of them is an oversight — video is genuinely hard to route, staff and store. It is simply not what those platforms were built for.

Missing from the channel list

Video does not appear among the routable interaction types. There is nothing to queue, nothing to staff, nothing to report on.

Priced as a paid add-on

Where video exists it sits outside the bundle, metered separately — which quietly discourages the teams who would use it most.

Delegated to a third party

Video arrives through a marketplace plug-in, with its own console, its own recording and its own support path.

A meetings tool, not a channel

What ships as “video” is a scheduled meeting product for internal use, not an inbound interaction a distributor owns.

The consequence for the business, not for IT

The interaction with the highest value per minute — the one where a customer is identified, persuaded, advised or reassured — is the only one the contact center cannot measure. It happens off-platform, so it never reaches a queue report, a quality review or a compliance archive.

Positioning based on published capability and pricing pages of leading CCaaS suites, reviewed August 2026.

THE COMPANY

A software company that builds one thing properly

Interactive Powers designs, licenses and operates the voice and video platforms behind transactional contact centers. Four software platforms built in-house, run as a managed CPaaS on AWS or installed inside your own perimeter.

Software, not resale

Four platforms developed in-house — IVR, real-time video, distribution and recording. One roadmap, one support line, one vendor.

Two regions, local follow-up

Madrid for Europe on CET and Miami for the Americas on EST, with services provisioned and monitored region by region.

Managed CPaaS on AWS

Dedicated nodes per customer that do not share access with each other, monitored by our own ITSM layer on top of AWS.

Standards, not lock-in

SIP, WebRTC, VoiceXML, SAML and SFTP — so the stack connects to what a contact center already runs instead of replacing it.

2015
first platform in production

5+
AWS regions worldwide

4 + 5
platforms and solutions

30+
partners and vendors worldwide

79
client organizations

Interactive Powers, SL (Europe) or LLC (Americas) operate as IntPowers or IVRPowers.



Madrid Europe · CET

Calle Núñez de Balboa 120
28006 Madrid, Spain



Miami Americas · EST

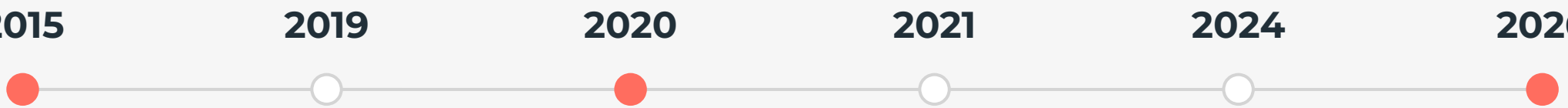
1001 Brickell Bay Drive, Suite 2700 PMB 16
Miami FL 33131, USA

Source: wiki.ivrpowers.com, interactivepowers.com

TRACK RECORD

Ten years building the same thing, in the right order

The suite was not assembled by acquisition. Each platform was built when the one before it made it necessary — first the call, then the video, then the distribution, then the record.



2015 — Smart IVR · Video RTC

The carrier-grade IVR and the SIP + WebRTC gateway, released together.

2019 — CoBrowsing

Web collaboration on top of a live conversation.

2020 — Web ACD · Video REC

The distributor and the recorder: video could finally be queued and archived.

2021 — Remote Viewer

A visual layer on a conventional telephone call.

2024 — Video RTC 6.0

The current generation of the media gateway.

2026 — PWA · 2FA · AI gateway

Installable agent app, two-factor login and an AI Agent Gateway.

What that order bought

Because video came before the distributor, the distributor was designed around it. A video interaction is not a channel that was retrofitted into Web ACD — it is the interaction the platform was drawn for, which is why it queues, transfers, records and reports with no separate console and no second vendor.

Source: wiki.ivrpowers.com, interactivepowers.com

AT SCALE

What the platforms carry, every month

Aggregate production traffic across managed CPaaS deployments. Video is not a pilot on this stack — it is the load.

400K+
video calls
per month

4M+
video minutes
per month

300K
video recordings
per month

600+ TB
of recordings archived
per year

1,000+
concurrent video agents
in production

99.9%
cloud uptime
across regions

More than 600 TB of video archived every year is not a demo environment — it is a compliance obligation being met.

Source: Interactive Powers production figures, Sales Presentation 2025.

THE PROPOSITION

Two ways to put video in your contact center

Both run on the same media engine, so the decision is commercial and architectural — not a bet on a technology you cannot leave.



PATH A

Add video to the CCaaS platform you already run today

Video RTC connects to your existing contact center or CCaaS suite over the SPLIT protocol. Your queues, your agents, your reporting — with a video channel that behaves like a phone call.

- **No re-platforming and no second agent desktop**
- **Standard SIP trunking plus WebRTC, nothing proprietary at the edge**
- **Already running next to 15 contact center platforms**
- **Recording included through Video REC, on the same trail**



PATH B

Run the whole video contact center on our stack

Smart IVR answers, Web ACD distributes, Video RTC carries the media, Video REC archives it. One vendor, one license model, one support line, one roadmap.

- **IVR to archive under a single integration project**
- **Cloud, on-premises, virtualized or hybrid — your choice**
- **Per-port and per-seat subscription. Licenses you own.**
- **In production in banks, insurers and public agencies**

The path is reversible

Start by adding the channel to the platform you have. If the video volume grows enough to justify owning the stack, the same media engine is already underneath — so moving to Path B is a licensing decision, not a migration project.

Source: wiki.ivrpowers.com, interactivepowers.com

THE SUITE

Four platforms, one media engine

Each platform stands alone and speaks standard protocols — but bought together they behave as one system, with no integration project in between.



Smart IVR

AUTOMATION LAYER

v2.x

Carrier-grade VoiceXML IVR with your choice of ASR, TTS and NLU engines, handling the call before a human is needed.



Web ACD

DISTRIBUTION LAYER

v1.x

Queues, routes and distributes voice and video to the right agent, and runs the browser desktop they work in.

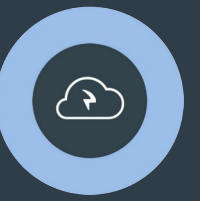


Video RTC

MEDIA GATEWAY

v6.x

Hybrid SIP + WebRTC gateway for browsers, mobile devices and video kiosks, built for high availability and multi-tenancy.



Video REC

RECORDING LAYER

v2.x

HD video recording, storage and deep archive, with metadata and export for analytics and compliance.

Cloud Services · hosting, monitoring and managed operation across all four platforms

The same four platforms can be licensed and installed on your own infrastructure, or consumed as a managed service on dedicated AWS nodes with our ITSM monitoring layer on top. Video REC is delivered as a managed service by design.

Source: wiki.ivrpowers.com, interactivepowers.com

SOLUTIONS

Five ready-made ways to start a video conversation

Solutions are packaged entry points built on the same platforms. They differ in where the customer is when the conversation starts — not in how it is handled once it does.



Remote Viewer

A visual layer on a conventional telephone call, one click from the phone.



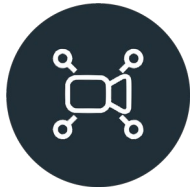
CoBrowsing

Browse the website alongside the customer — scroll, click and fill forms together.



Web Caller

A browser phone embedded in any website, connected to your own telephony.



Field Service

Fast video calling for technicians who need to show a problem to an expert.



Kiosk Manager

Video kiosks as a video entry point, with QR pairing and dynamic PIN.

Every one of them arrives in the same queue

A customer who starts on a website, in a mobile app, at a branch video kiosk or from a field technician’s phone reaches the same distributor, is supervised in the same panel and appears in the same report. The entry point changes; the operating model does not.

Source: interactivepowers.com (Solutions), wiki.ivrpowers.com

THE PROTOCOL

SPLIT: what makes a video call behave like a phone call

Video RTC operates with a protocol called SPLIT that combines SIP and WebRTC links synchronously — a standards-based hybrid connection compatible and interoperable with most contact centers and CCaaS platforms.

SPLIT Forward · inbound

The customer starts the video call and it enters inbound distribution, exactly like an incoming phone call.

SPLIT Reverse · outbound

The agent starts the video call out to the user, from the same desktop and the same campaign logic.

SPLIT Scheduled · outbound

A video call booked for a future time, with an expiry date on the link so it cannot be reused.

The same records and logs

A SPLIT video call produces the same records, recordings and logs as a telephone call — reporting does not fork in two.

Metadata by SPLIT ID

Input parameters and metadata travel with a unique SPLIT ID, so a CRM, ERP or agent script can be populated mid-call.

Recording on the same trail

Capture is handed to Video REC on the same identifier, so the archive matches the CDR without reconciliation.

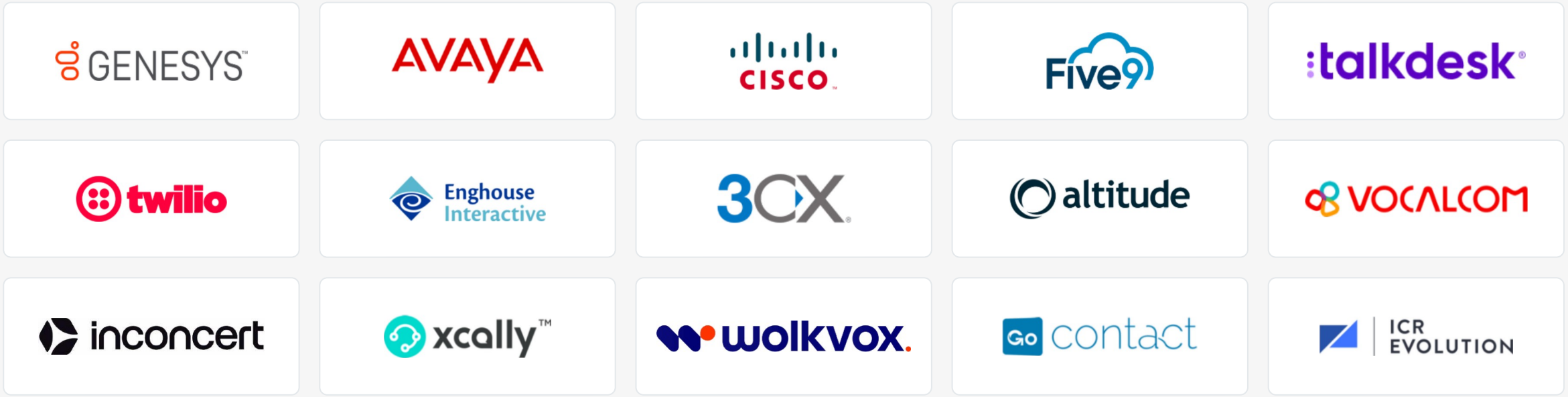
This is why adding video does not mean adding a second reporting stack, a second quality process or a second compliance archive.

Source: Interactive Powers Security — Videocall Services, 2025 edition.

INTEROPERABILITY

The contact center platforms already running our video

Video RTC is deployed alongside the platforms our customers had before they had video. Adding the channel has never required replacing the platform.



Genesys AppFoundry Premium Partner

Video RTC has been listed on the Genesys Marketplace since 2019.

Standard SIP and WebRTC at the edge

Trunking to any carrier or PBX; no proprietary connector to maintain.

Your platform keeps the relationship

The incumbent suite stays the system of record; video is added beside it.

Source: interactivepowers.com, Genesys AppFoundry listing (Video RTC, listed since 2019).

WHY VIDEO

Seven things a face changes in a business conversation

These are the reasons our customers give when they explain the investment internally — none of them is about the technology.

Ubiquity

Physical and geographical distance stops being a constraint: branch, office and field become one queue.

Resilience

Operational continuity when a site, a region or a team cannot be reached in person.

Authenticity

A visible person makes for a more effective and more credible conversation on both sides.

Web collaboration

Documents, screens and forms shared inside the call — not emailed after it.

Identity verification

A face, a document and a snapshot in the same session raise transactional security.

Personalized attention

The customer is attended rather than processed, and satisfaction is measured after the video call.

Fraud protection

Detection and deterrence get simpler when the interaction is seen, recorded and retrievable.



Every one of these is measurable after the call — because the call was routed and recorded by the same platform that handles voice.

Source: Interactive Powers production figures, Sales Presentation 2025.

DEPLOYMENT

The same platforms, wherever your data has to live

Most contact center platforms sold today exist in exactly one place: the vendor's cloud. Ours do not force that choice.

Cloud

Hosted and managed on AWS, with the operational model of a service and none of the infrastructure of your own to run.

On-premises

Packaged for 64-bit Linux Debian 12 LTS on your own hardware, inside your own network perimeter.

Virtualized

Licensed for Amazon EC2, VMware, Proxmox and Xen, so it fits the virtualization estate you already operate.

Hybrid

Combine them — for instance, agents in the cloud with recording and archive retained on your premises.

Why deployment freedom matters specifically for video

Video is the heaviest, most personal and most regulated payload a contact center handles — a recorded face is biometric-adjacent personal data in most jurisdictions. Being able to keep capture, storage and archive inside your own perimeter turns the single hardest objection in banking, healthcare, insurance and public procurement from a blocker into a configuration decision.

Video REC is the one platform delivered as a managed service by design — regional storage allocation, your keys and your dedicated storage units.

Source: wiki.ivrpowers.com, interactivepowers.com

SECURITY

Seven principles behind every session we carry

Securing video calls and recordings is part of the platforms and part of the standards — not a policy document written next to them.

End-to-end encryption

All real-time communications are 100% encrypted with standard protocols, WebRTC peer-to-peer and hybrid transcoding alike.

256-bit AES certificates

Every security certificate is a minimum of 256 bits, with private activation and automatic renewal.

Dedicated STUN / TURN

Our own STUN and TURN services in every region, deployable on dedicated IP where your architecture requires it.

SRTP over SIP

SRTP encryption can be enabled on the VoIP trunks you connect to our platforms, per your own security policy.

Recording under your control

Recording is never operational by default. You decide which type of recording runs on your platform, service by service.

ITSM and monitoring

AWS tooling alone does not cover IVR, RTC, ACD and REC service health, so we add monitoring built for these four.

Running on AWS infrastructure with 99.9% uptime, monitored by a layer designed for these four platforms.

Source: Interactive Powers Security — Videocall Services, 2025 edition.

DATA PROTECTION

Your data is yours. We do not do business with it.

We do not do business with your data and communications. Your privacy is absolutely yours — and the architecture is built so that statement can be verified, not just made.

Data belongs to our customers

CPaaS delivered on dedicated nodes that do not share access with each other, safeguarding the privacy of your data.

Regional data allocation

Storage is assigned under your regional conditions, with options to use your own keys, accounts and storage units.

Proven product security

All access encrypts communications and protocols with 256-bit certificates, under strict development controls.

Availability and resiliency

Designed for scalability and resiliency to minimize disruption, with every solution regionally resourced and monitored.

Network and application security

Confidentiality, integrity and availability monitored continuously, with specific expertise on firewalls, SSH, SSL, TLS and VPN.

Backup management

Backups over weeks or months under AWS conditions, for fast regional restoration.

Built on AWS infrastructure independently certified to ISO 27001, ISO 27017 (cloud security controls) and ISO 27018 (personal data in the cloud).

Source: Interactive Powers Security — Videocall Services, 2025 edition.

OPERATIONS

Run by people, with local follow-up

We extend AWS hosting with our own monitoring system, so customers and partners get transparency, control and traceability on every service.

Proprietary ITSM monitoring

Our own monitoring service oversees most ITSM metrics by region, node and service, on top of AWS's own tooling.

Real-time dashboards

CheckMK dashboards sized to the ITSM requirements of each node, readable by IT teams and business managers alike.

Full traceability

Every cloud operation is traceable. Logs stay inside the region's nodes and are never exposed to an external system.

Support on two clocks

Email and phone support under maintenance, from Madrid on CET for Europe and Miami on EST for the Americas.

Help Center

A ticketing and resolution workspace for integration teams and technology partners, with named people sharing a case.

Technical wiki

Full product documentation for partner engineering teams performing integrations and configuration work.

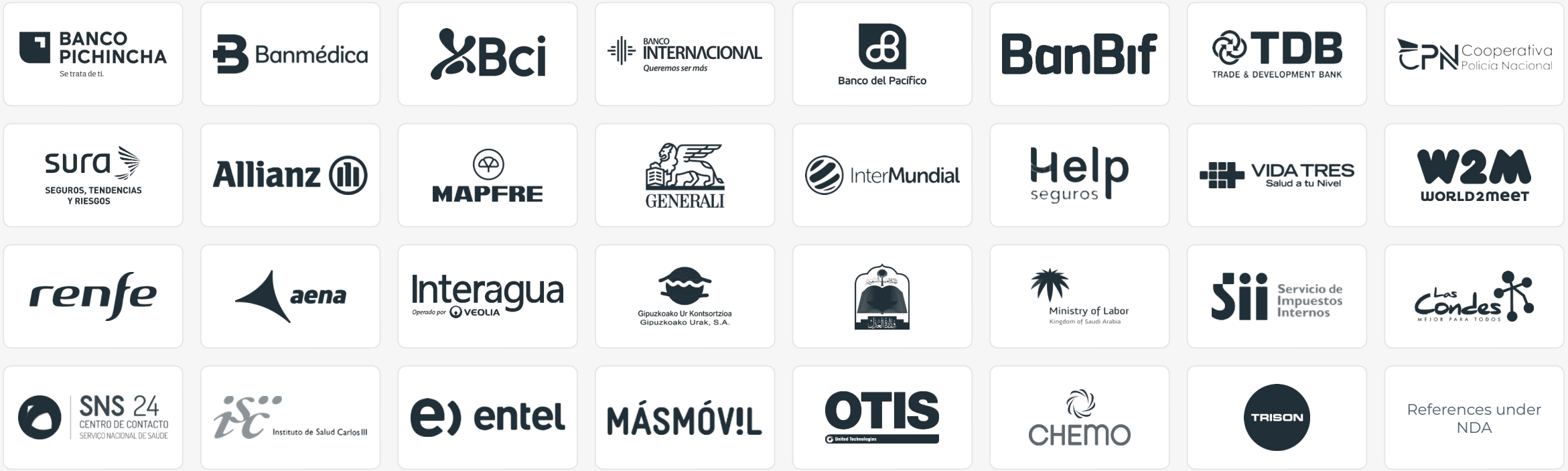
We are a close company in a global world: we provide our CPaaS services with local follow-up in every country we operate in.

Source: Interactive Powers Security — Videocall Services, 2025 edition.

IN PRODUCTION

Where our platforms are already answering

Public agencies, banks, insurers, health providers, utilities, transport operators and BPOs across Europe, Latin America and the Middle East.



70
businesses

9
government and public bodies

30
vendors and technology partners

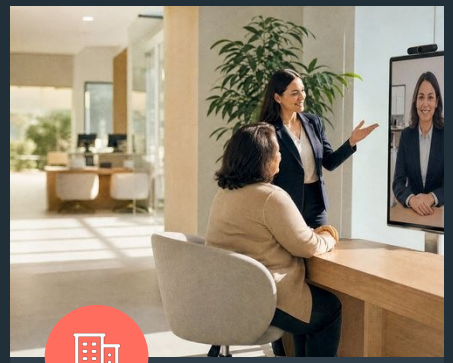
5
industries served

Source: interactivepowers.com (client references). Named references with deployment size and outcome detail available under NDA.

INDUSTRIES

Five sectors where being seen is not optional

The common thread is not the industry — it is that the interaction is a case file rather than a ticket, and someone will have to prove later what was said and shown.



Financial Services

Remote onboarding, identity verification and signed operations, recorded as evidence.



Public Sector

Citizen services from any device, with the same queue and record as a phone call.



Healthcare

Consultations and patient support on camera, retained under your own policy.



Telecom & Utilities

Visual diagnosis and guided support that avoids sending a technician.



BPO & Services

A video channel that can be sold on to end clients without supporting a second platform.

Why the objection is always the same

In all five, the blocker is rarely whether video helps — it is who holds the recording, in which country, under which certification, and whether the audit trail matches the one already accepted for voice. That is a deployment and architecture question, which is why we answer it with deployment and architecture.

Source: interactivepowers.com (industries), customer deployments. Illustrative images.

COMPARISON

Where we part company with the suites

	A TYPICAL CCAAS SUITE	INTERACTIVE POWERS
Video as a channel	Absent, add-on priced, or a marketplace plug-in	**Routed by the same distributor as voice**
Video recording	Usually a separate product or partner	**Video REC, integrated in the same suite**
Deployment	Vendor cloud only, in most cases	**Cloud, on-premises, virtualized or hybrid**
Where video data lives	The vendor's region, by architecture	**Wherever you want to operate or install it**
Commercial model	Per agent, per month, indefinitely	**Subscription or licenses**
Vendors in the stack	Platform, plus video partner, plus recorder	**One vendor for IVR, ACD, video and recording**
Your existing platform	Replaced, or the video runs beside it unmanaged	**Kept — video added over SIP**

The honest version of this table

The suites are ahead of us on breadth — agent assist, workforce management, native AI copilots and channel count. We are not trying to win that comparison. We win the one where video is the interaction that decides the business outcome.

"A typical CCaaS suite" summarizes patterns published on the capability and pricing pages of leading platforms, August 2026.

COMMERCIALS

Subscription on any deployment model

Subscription is the default model, covering cloud, on-premises and hybrid alike. For public tenders and regulated environments we keep the license you own, as a perpetual purchase.

SUBSCRIPTION

On cloud, on-premises or hybrid

- **Smart IVR and Video RTC** — per port — a port being one concurrent call or video session.
- **Web ACD** — per seat — one agent, supervisor or administrator.
- **Video REC** — provisioned by storage tier, sized to your retention footprint.
- **A license you own** — perpetual purchase plus annual maintenance, for the public sector and regulated environments.

CLOUD SUBSCRIPTION

On dedicated managed nodes; on-premises quoted separately

Subscription plans

Voice and video channel fees

Agent / supervisor fees

Storage fees

Customizations

Activation and start-up fees

Development and integration

Upgrade fees

Value added

Third-party services

Speech engine fees

Consultancy fees

Prove it before you commit

A full-function evaluation license is available for every platform: complete, unrestricted functionality with limited capacity and duration, so the integration is proven in your own environment before a purchase order exists.

Source: wiki.ivrpowers.com (licensing and billing), Cloud Services proposal 2025.

HOW WE ENGAGE

Three ways to work with us

Roughly a third of our relationships are with other technology vendors rather than with end customers, and the platforms are built to be resold and embedded.

Direct

Licensed, provisioned, integrated and supported by IntPowers from Madrid or Miami, with an assigned account team.

Through a technology partner

More than 30 vendors and partners worldwide resell and integrate the platforms inside their own contact center offer.

Through a marketplace

Video RTC has been available on the Genesys Marketplace as an AppFoundry Premium Partner since 2019.



What a partner actually gets

A Help Center where named engineers on both sides share a ticket, resolution content and timelines; a technical wiki with the full integration and configuration documentation; a full-function evaluation license for proof of concept; and a protocol — SPLIT — designed from the start to be connected to somebody else's contact center rather than to replace it.

70 businesses · 9 government and public bodies · 30 vendors and technology partners

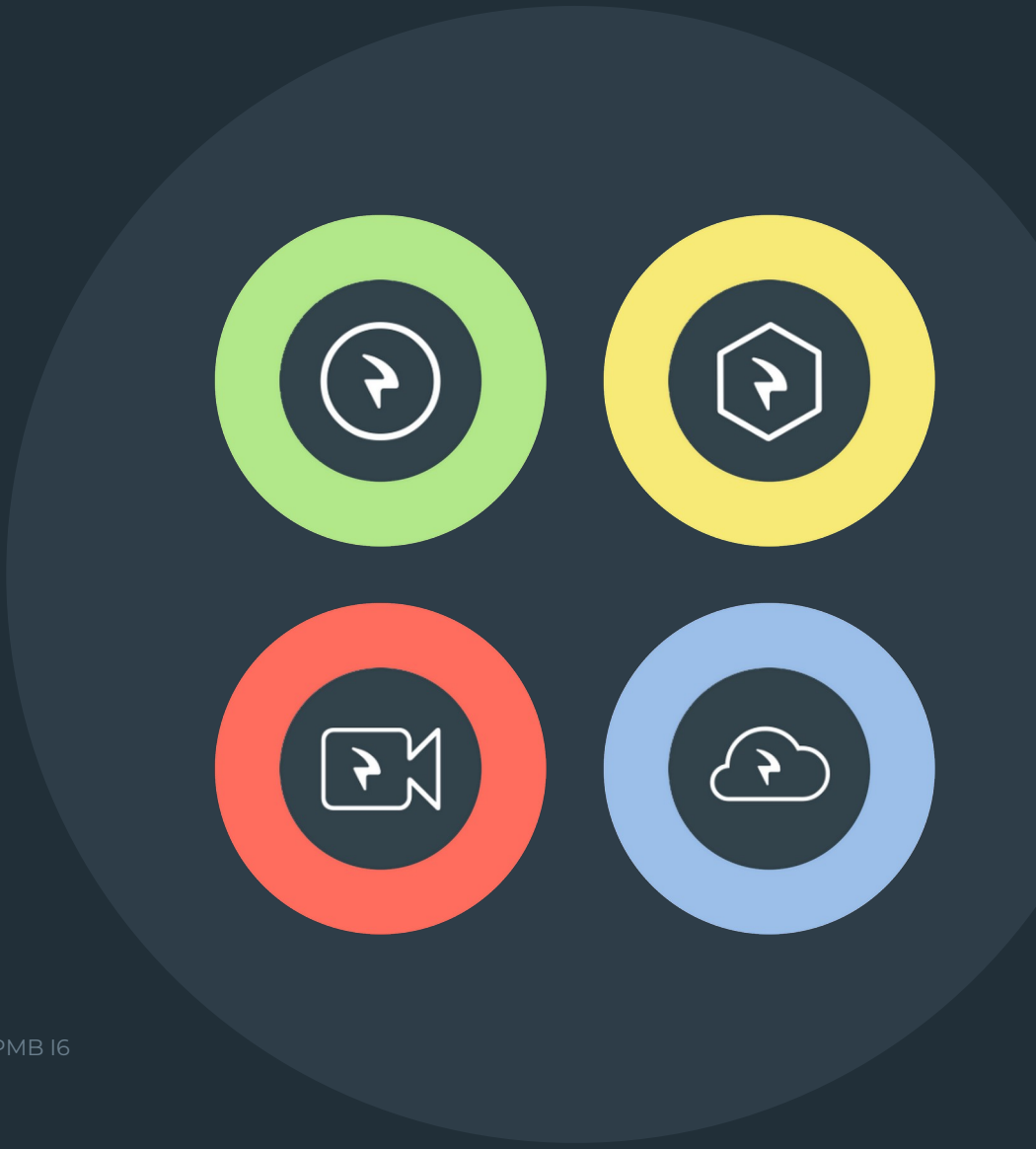
Source: Interactive Powers partner program; Genesys AppFoundry listing.

INTERACTIVE POWERS · CORPORATE PRESENTATION 2026

Add the channel your platform is missing.

Let us show you a video call that queues, routes, records and reports exactly like a phone call — on your own platform, with a full-function evaluation license and no capacity games.

Talk to Sales **Request a Demo**



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