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

THE GAP

Everyone says omnichannel. Almost nobody routes video.

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

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 non-interoperable 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.



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 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

IVR, real-time video, distribution and recording. One roadmap, one support line, one vendor.

Two regions, local follow-up

Madrid for Europe on CET, Miami for the Americas on EST, provisioned region by region.

Managed CPaaS on AWS

Dedicated nodes per customer that do not share access, with our own ITSM monitoring on top.

Standards, not lock-in

SIP, WebRTC, VoiceXML, SAML and SFTP — it connects to what you already run.

2015 first platform in production · 5+ AWS regions · 4 platforms and 5 solutions · 70 businesses, 9 public bodies, 30 partners

WHAT THE PLATFORMS CARRY, EVERY MONTH

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





Source: Interactive Powers production figures, Sales Presentation 2025; interactivepowers.com

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, and five ways in

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

Carrier-grade VoiceXML IVR with your choice of ASR, TTS and NLU engines.



Web ACD

DISTRIBUTION LAYER

Queues, routes and distributes voice and video, and runs the agent desktop.



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobile devices and video kiosks.



Video REC

RECORDING LAYER

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

SOLUTIONS



Remote Viewer

A visual layer on a phone call.



CoBrowsing

Browse the site with the customer.



Web Caller

A browser phone in any website.



Field Service

Video calling for field technicians.



Kiosk Manager

Video kiosks as a video entry point.

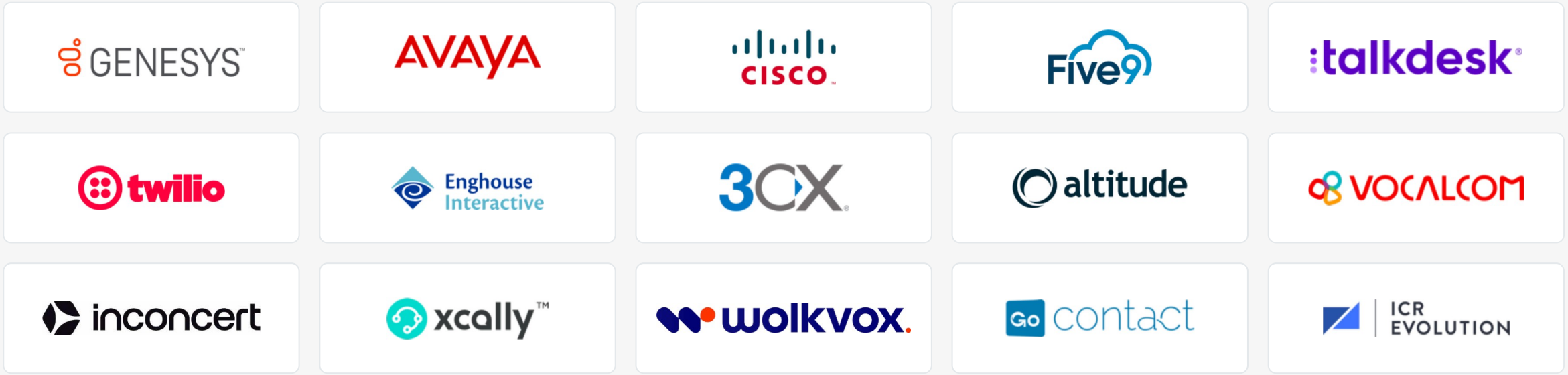
Every entry point arrives in the same queue, is supervised in the same panel and appears in the same report.

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

INTEROPERABILITY

The contact center platforms already running our video

Video RTC links SIP and WebRTC synchronously through a protocol called SPLIT — a standards-based hybrid connection compatible with most contact centers and CCaaS platforms. Adding the channel has never required replacing the platform.



SPLIT, in three modes

Forward for inbound video, Reverse for agent-initiated calls, and Scheduled with an expiry date on the link.

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.

Genesys AppFoundry Premium Partner

Video RTC has been listed on the Genesys Marketplace since 2019, alongside integrations with 14 more platforms.

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

DEPLOYMENT & SECURITY

Where it runs, and who can see it

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. Two answers follow: you choose where it lives, and it is encrypted and monitored wherever that is.

Cloud

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

On-premises

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

Virtualized

Licensed for Amazon EC2, VMware, Proxmox and Xen.

Hybrid

Agents in the cloud, recording and archive kept on your premises.

End-to-end encryption

100% encrypted with standard protocols, WebRTC and hybrid transcoding alike.

256-bit AES certificates

Minimum 256-bit length, private activation and automatic renewal.

Recording under your control

Never on by default — you decide what is recorded, service by service.

ITSM monitoring

Our own monitoring layer above AWS, by region, node and service.

Built on AWS infrastructure independently certified to ISO 27001 (information security), ISO 27017 (security controls for cloud services) and ISO 27018 (protection of personal information in the cloud), with 99.9% uptime for your services.

Source: Interactive Powers Security — Videocall Services, 2025 edition; wiki.ivrpowers.com

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.

References under NDA



Financial Services



Public Sector



Healthcare



Telecom & Utilities



BPO & Services

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.

COMPARISON & COMMERCIALS

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**



Subscription

Per port for Smart IVR and Video RTC, per seat for Web ACD. On cloud, on-premises or hybrid.



Licenses

Perpetual purchase plus annual maintenance, for the public sector and regulated environments. Full-function evaluation license with limited capacity and duration.

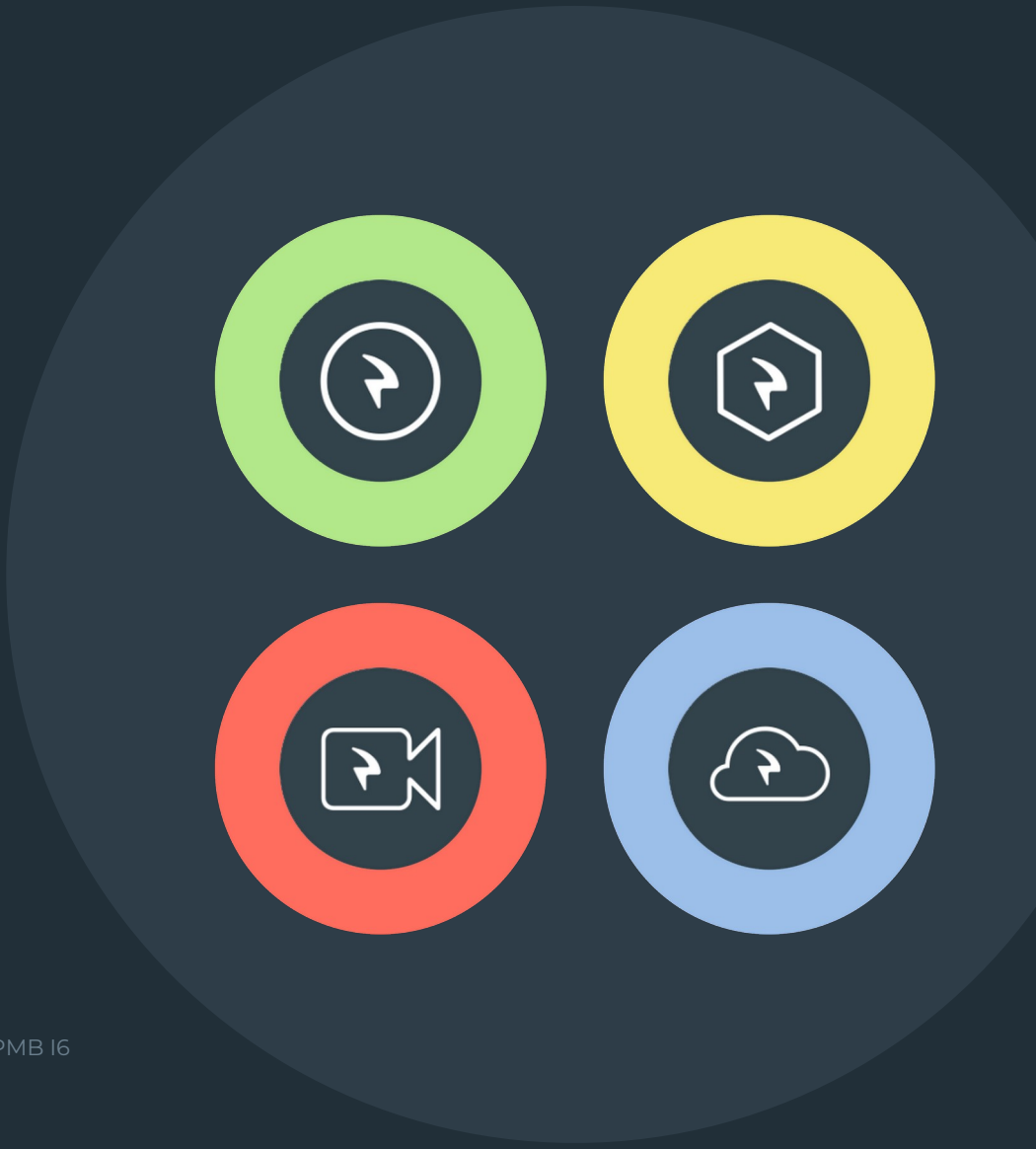
"A typical CCaaS suite" summarizes patterns published on the capability and pricing pages of leading platforms, August 2026.

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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