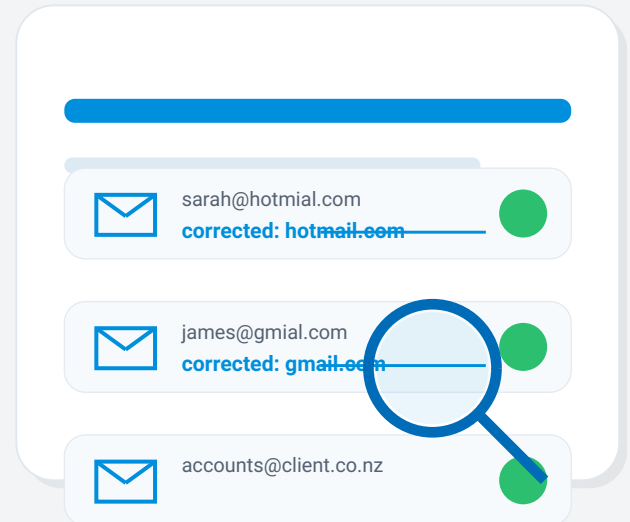




Turn bad contact data into better communications

Customer contact validation,
email address correction, update & verification



Poor quality customer data creates failed communications, frustrated customers and unnecessary operational cost. C9 Validate helps organisations identify, correct, update and verify customer contact information so messages reach the right people.

Common data quality challenges

- Invalid or undeliverable email addresses
- Email address spelling mistakes and typos
- Outdated mobile numbers and postal addresses
- Missing contact details across customer records
- High bounce rates and failed communications
- Poor sender reputation caused by bad data
- Limited visibility over customer data quality
- Compliance and audit risks from incomplete records

C9 Validate solves this

C9 Validate combines data auditing, email address correction, secure digital update journeys and verification workflows to help organisations build a cleaner, more reliable customer database.

Email address correction identifies typos, invalid formatting, missing characters and incorrect domains - helping reduce bounced communications before they are sent.

gmial.com -> gmail.com

hotmial.com -> hotmail.com

invalid format -> corrected

How it works

Audit

Analyse customer records and identify incomplete, invalid or inaccurate contact data.

1



Correct

Detect and correct common email address issues before communications are sent.

2



Update

Collect missing customer information through personalised SMS and secure landing pages.

3



Verify

Authenticate customer information through automated and assisted verification processes.

4



Key features

Email address correction

Identify and correct common email address errors before communications are sent.

Verification workflows

Validate information through automated and assisted verification processes.

Data quality auditing

Analyse customer records and identify incomplete, invalid or unusable data.

Real-time updates

Contact records can be updated in the C9 Validate interface in real time.

SMS & digital data collection

Gather missing information through secure personalised customer journeys.

Multi-channel support

Supports email addresses, mobile numbers and postal address data.

Fully auditable

Every update, correction and verification activity is recorded.

Integration ready

Works alongside CRM, billing, CCM and customer communication platforms.

Built for organisations that manage high-volume customer communications, C9 Validate helps reduce failed delivery, improve contact data quality and support more effective customer engagement.

For more information email us: sales@cumulo9.com