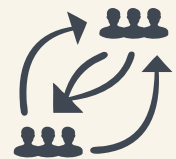
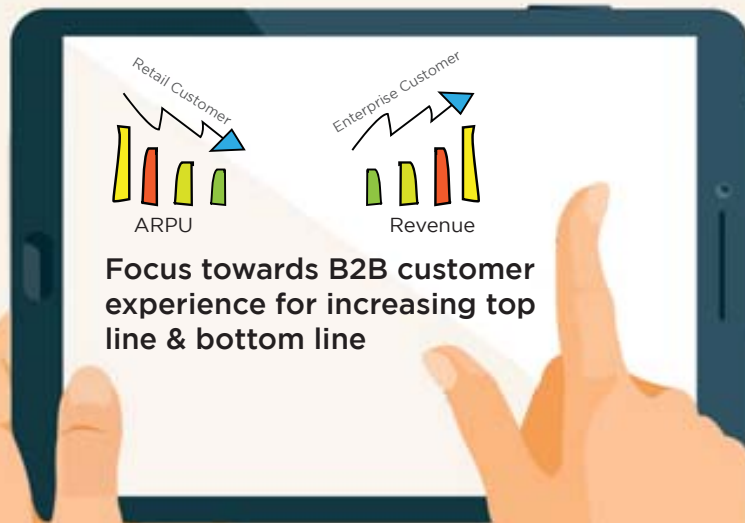




Enterprise customers  
subscribe to your growing  
services portfolio; making  
them happy is your top  
priority!



No customer is  
more demanding  
and valuable  
than an  
enterprise  
customer



The customer  
experience  
is the next  
competitive  
battleground



# Digitalization of your B2B customer experience



# Enterprise customers are going digital and are demanding greater control, transparency, customization and faster service delivery

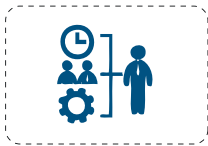
## Prevailing Industry Challenges



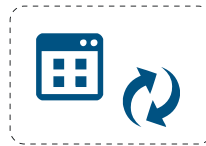
Different services for the same customer are billed in different billing systems



Manual intervention for billing aggregation



Tedious manual processes in providing invoices for enterprise hierarchies



Accounting applications are not synchronized with billing, resulting in collection issues



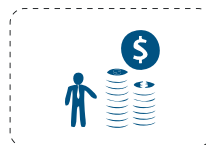
Demand for split and consolidated bills by enterprise customers



Increasing customer support costs



Absence of single platform of communication across various Lines of business



High OPEX



Multiple bill formatting and presentment platforms



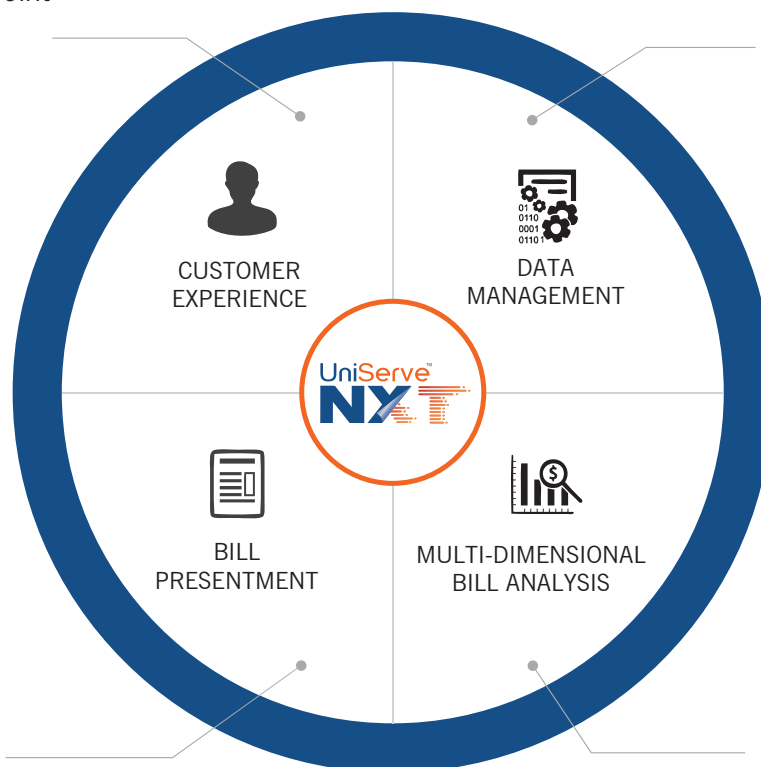
High bill disputes

UniServe™ NXT platform based B2B customer experience management solution enables you to differentiate your services and save millions because of reduced customer service costs, faster revenue realization while meeting the demanding needs of enterprise customers and providing an enhanced user experience, 24x7

## Key Functionalities

### Single customer touch point

- Gaining insights to inventory
- Ordering services
- View contracts
- Send alerts & raise trouble ticketing

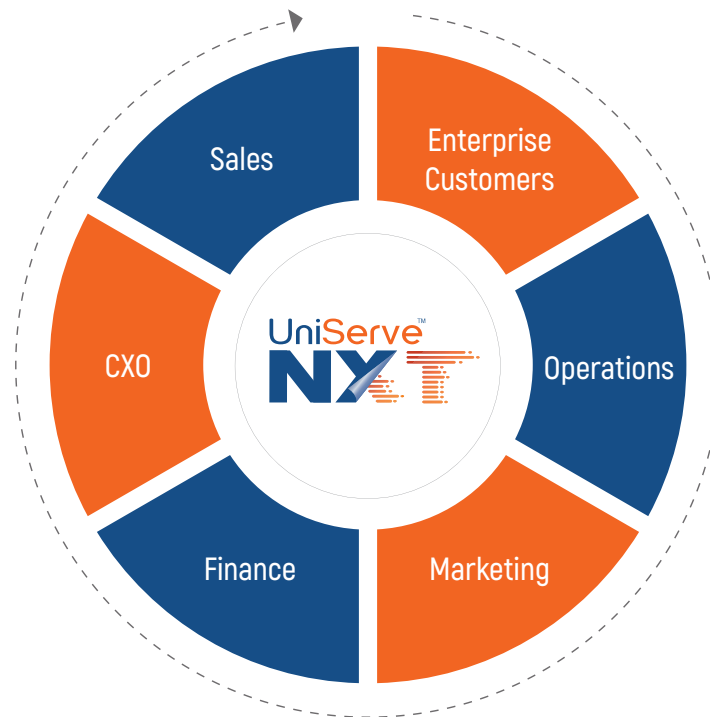


- Process integrity and data integrity
- Creation of single source of truth of customer data
- Unified platform of interaction for all stakeholders
- Synchronization with financial applications & CRM

- Split and consolidated bill view across geographies, lines of businesses, departments
- Cost centre creation
- Budget configuration

- Spend vs. budget analysis
- Drill down & trend analysis
- Custom reports
- Comparison analysis

Single source of Information enabling 360-degree view of expenditure across different parts of the organization enables enterprises to have greater control on their telecom spending



### Enterprise Customer

- Consolidated view of assets and costs
- Reduce time and cost in procurement
- Allocate budgets to departments
- Reduce time in telecom fleet management

### Operations

- Improves operational efficiencies
- 15% -20% drop in customer complaints
- Greater control over your contracts
- On-click contract and Inventory Information clicks away

### Marketing

- Spend analysis based targeted customized campaigns

### Finance

- Faster revenue realization

### Sales

- Streamlining collection processes help account managers handle new businesses rather than existing customers
- Reduces Days Sales Outstanding (DSO) by upwards of 20%
- Point On Purchase Order
- Collection bucket and payment history of customers
- Comparative Analysis across customers

### CXO

- Unified view of information of all LOBs across enterprise customers
- Design customer-specific strategy based on customized analysis
- Personalized dashboard view to holistic information across functions

# Business Benefits

## Cost Savings



- Reduces huge OPEX
- Improves operational efficiency and reduces manpower dependency
- Reduces usage of multiple applications because of the unified platform
- 15% -20% drop in customer complaints & quicker query resolution

## Increase Revenue



- Streamlining collection processes help account managers handle new businesses rather than existing customers
- Reduces enterprise customer churn
- Spend analysis based targeted up-selling & cross-selling
- Reduces Days Sales Outstanding (DSO) by 20%

## Enhanced Customer Experience



- Efficient customer service due to availability of single view
- Reduces TAT from procurement to payment
- Self-help invoice management improves loyalty by 20%

# For more details



**Intense Technologies Limited**



[www.in10stech.com](http://www.in10stech.com)

## CORPORATE HEADQUARTERS

### INDIA

A1, Vikrampuri  
Secunderabad - 500 009, Telangana, INDIA  
Tel: +91-40-44558585/27849019/27844551  
Fax: +91-40-27819040  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## AMERICAS

### UNITED STATES OF AMERICA

10481 NW 36 Street,  
Miami FL 33178  
Tel: +1 781 518 8534, +1 781 539 9044  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## EUROPE

### UNITED KINGDOM

200 Brook Drive, Green Park,  
Reading UK, RG2 6UB  
Tel: +44 7920 830 702, +41 79 454 56 62  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## ASIA PACIFIC

### SINGAPORE

10 Anson Road  
#24-09 International Plaza  
Singapore 079903  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

## MIDDLE EAST AND AFRICA

### UNITED ARAB EMIRATES

P.O.Box 53142,  
Hamriyah Free Zone, Sharjah  
Tel: +971-56-6499568  
e-mail: [internationalsales@in10stech.com](mailto:internationalsales@in10stech.com)

Information and content contained in here is an exclusive property of Intense Technologies Limited. The content presented is correct at the time of publishing and is subject to change. Intense, Intense logo are trademarks of Intense Technologies Limited. All other product or brand names are trademarks or registered trademarks of their respective owners.