Case Study
UniServe™ | Customer Onboarding

Digitalization of customer onboarding delivers competitive edge for a leading Telecom

A leading Nigerian Telecom company with a built up state-of-the-art telecom infrastructure implements Customer Onboarding Solution to deliver the fastest and an efficient onboarding experience in the Nigerian telecom market. With the more recent launch of 4G LTE, the enterprise is poised to drive the future of technology in Nigeria through the delivery of high speed data and quality voice services that will enable customers on its network to do more.

UniServe™

Business Challenges

- Onboarding customers was the first step in beginning a relationship and the TSP wanted to deliver the fastest and an efficient onboarding experience to ace the Nigerian telecom market.

- Catering to an array of NCC requirements to onboard different types of customer segments

- Give the convenience of onboarding the customer in less than 10 min using digital channels and extracting data from national database

- Support both digital and physical channels for onboarding and yet activate services in the fastest possible time

- Apart from NCC regulations, preparing XML as per NCC requirement and upload. This had to be checked before onboarding every customer.

- Mobile application client architecture that supports Android and thick client application

Our Solution

Our Customer onboarding solution built on UniServe™ platform with strong case management capabilities offers out-of-the box solution for customer onboarding suited to the telecom vertical. Our process automation helped the TSP to onboard customers in less than 10 minutes while meeting all regulatory mandates.

With Onboarding solution, start off your customer relationship by onboarding customers at half the time, thereby reduce your customer acquisition costs, improve data accuracy and gain competitive edge.

Key Benefits

- Seamless onboarding of customers by integrating with multiple systems
- AI based face recognition capabilities that enable efficient Live face – biometric – recognition, validation and capture
- Finger print biometrics at client level validation

Prompt and efficient compliance

- Data validation to meet 99.9% NCC requirements

Reduced customer acquisition costs

Enhanced Customer Satisfaction

- Onboarding customers in just minutes, resulting in higher customer satisfaction
- Helped Onboard more than 45 million customers over the past 4 years via UniServe™ Onboard App
- Seamless Onboarding of 20k customers daily
- Service at the doorstep for improved customer experience
- Improved customer onboarding to activation (TAT) time.

In10s

Intense Technologies Limited is a global enterprise software products company, headquartered in India with a strong presence in USA, LATAM, EMEA and APAC. Our enterprise software products are used globally by Fortune 500s for building agility by digitalizing customer experience lifecycle.

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