

Case Study
UniServe[™] NXT | Order Management Solution

Improve CX and optimize expense

One of the second largest Swiss telecommunications provider based in Zurich with a

2.99 million

customer base implements our Order Management Solution to automate processes and reduce order fallouts resulting in customer churn. Well known for the best mobile network in Switzerland it provides the best geographic 4G/LTE coverage across 95% of Switzerland and 99.98% of the population.



The Objective

Their main objective was to ensure that their customers could manage their orders seamlessly from multiple devices and improve customer experience.



- Process not in line with Digital Transformation Strategy, lack of a single digital platform where customers could create, update or view order status.



- Siloed data and current IT infrastructure made it difficult to streamline operations experience and adapt to changing scenarios of connected things.



- Absence of a digital ecosystem of partners that could connect seamlessly.



- Lack of customer history, analytics and real time status of the order to take necessary actions and update the customer.



- Absence of Order Consolidation and inventory across lines of business resulting in longer order processing and fulfilment time.



- Delayed responses to customer due to lack of visibility of order status.



- Lack of a unified order management system lead to mismatch in product catalogue configurations.

UniServe™ NXT at work

When the Telco implemented the Order Management Solution built on UniServe™ NXT platform, it modernized its existing infrastructure, connected multiple product catalogues and order management systems together and enabled them to create and launch customized bundle offerings through multiple channels in line with their Digital Transformation strategy.



- Provided a single unified web portal for different customer groups that can access relevant views with relative features and functionalities.



- Centralized platform with multiple views helps reduce TCO.



- Profile Based Access - Operational users have the access to customer's dashboard, view order, review and approve the order for fulfillment. Networks team will check for the availability of the services at the mentioned address and proceed with the fulfillment of the order.



- Bridges data silos to render right information to the stakeholder. Centralize and digitalize order capture and fulfillment process across lines of business.



- Alerts to internal and external stakeholders on order progress and status.



- Effective Order tracking with estimated time of delivery and tracking unsuccessful deliveries.

Increase Customer Satisfaction by enhancing Order Management Process with

- Improved TAT due to unified connected systems
- Consolidated dashboard view of all orders
- Centralized analysis of orders processed & status for quick corrective actions
- Efficient Handling of Complex Orders through automation
- Reduce Revenue Impact of Fulfillment Issues
- Increased customer satisfaction



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