

Our intensity.
Your agility.



**SHAPING
CUSTOMER
COMMUNICATIONS**
Business
Impact for
Finance Teams

In10s⁷

www.in10stech.com

Digital transformation is driving customer experience and customers expect relevant content anytime, anywhere and on the device of their choice. Advanced innovation accelerators such as chatbots, artificial intelligence, amongst others, are helping enterprises build stronger communication platforms, superior customer experiences that attract new customers and retain existing ones.

However, inefficiently managed billing systems, poor data management capabilities put companies at a competitive disadvantage. Let's have a look at some of the challenges faced by finance teams, as result of long revenue realization cycles and billing disputes.

Here are the key challenges organizations face

- Inefficient payment management-leading to increase in operating costs
- Revenue loss due to inaccurate dunning-as a result of re-billing leading to customer churn
- Delayed revenue realization due to long TAT in sending communication
- Inaccurate Billing aggregation-Billing inaccuracies, lack of reconciliation reports and processes resulting in accounting inaccuracies



How our SOLUTION helps

UniServe™ NXT platform offers a comprehensive CCM solution leveraging advanced customer journey mapping techniques, using relevant, and highly engaging, personalised messages. Furthermore, the cohesive CCM eco-system is well-defined, makes operations more efficient, reduces costs and lowers the risk of non-compliance. All of this while ensuring consistency in messaging and brand image.

What's more, our CCM solution can integrate seamlessly with legacy systems, streamline processes and eliminate operational silos.

Business BENEFITS

Effective payment management

Enterprises can enable fast and reliable electronic payments with secured gateways and compliance. Using UniServe™ NXT CCM solution, enterprises can access customer transaction history in real time, establish swift verification processes, robust payment status, monitor checks, and call for quick reconciliations. They significantly

- Reduce the payment processing cycle
- Mitigate operational risk
- Track and monitor payments in real time
- Enhance customer experience



Dunning Management

The CCM solution built on UniServe™ NXT, ensures proper dunning management. While most missed payments may be unintentional, a digital first platform like ours help in effective dunning with

- Complete payment details
- Automated collection
- Timely alerts
- Call to action alerts



Timely Communications

The CCM solution helps enterprises manage customer information, capture it accurately and send it to customers in a timely manner. They can also generate monthly statements in print, electronic formats and interactive formats across multiple channels.

- Efficient data handling in various formats
- Strong documentation and distribution channels
- Timely billing enhanced with interactive videos
- Reduced call centre volumes
- Effective feedback mechanism to address customer queries, all at the convenience of the customer
- Reduced customer churn



Streamlined subscription billing and revenue management

An integrated platform like UniServe™ NXT has many capabilities, including usage details, billing, invoicing, and reporting/analytics. The billing platform integrates with sales, finance, support, and product platforms to deliver a seamless customer experience, supporting complex monetization models that

- Reduces Billing errors with Billing accuracy
- Identifies recurring revenue
- Delivers billing and revenue reconciliation processes.
- Identifies and corrects any billing errors and proactively responds to revenue recognition/allocation issues
- Improves customer experience with customer behavior insights and drive cross-sell/up-sell opportunities
- Retains customers long term and manages churn rate
- Arrests revenue leakage



With UniServe™ NXT you can give customers the feeling of being at the center of a coordinated and immersive consumer experience, while enabling finance leaders to maximise the income from each customer and minimise the costs involved in communicating with them.

UniServe™ NXT enables finance leaders to

- Reduce the capital outlay involved in buying and supporting CCM systems
- Enable the business to calculate and consolidate the overheads involved in regular customer communications
- Make significant savings on communications across the entire organisation
- Demonstrate the benefits of a single solution with a consolidated approach
- Extract maximum value and revenue from every customer interaction.

At Intense Technologies we have enabled many companies move towards Digital First with effective CCM deployment.

Reach out to us to know more about what this could mean for your organization. For more information in understanding how our solution helps deliver business value for the Finance Managers, reach out to us at info@in10stech.com (or) marketing@in10stech.com



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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 digital transformation of their mission critical, customer-facing processes that result in increased revenues and improved customer experience.

To know more about our solutions, visit www.in10stech.com, call +91 40 44558585 / 27849019 / 27844551 or e-mail info@in10stech.com