

Data consolidation from multiple core systems and interactive engaging communications to stay ahead

UniServe™ NXT

With ever-increasing communication channels and business consolidation, Communication, Media and Entertainment companies find it challenging to deliver clear, consistent, and 'cover-it-all-view' to internal and external stakeholders.

Service providers are focused to work on three key things to keep things in the right outlook:



Centralized communication Hub

Which controls and becomes the effective central communication platform for billing information



Consolidated view based communication

Unified invoice view of services consumed across product lines



Interactive and engaging communication

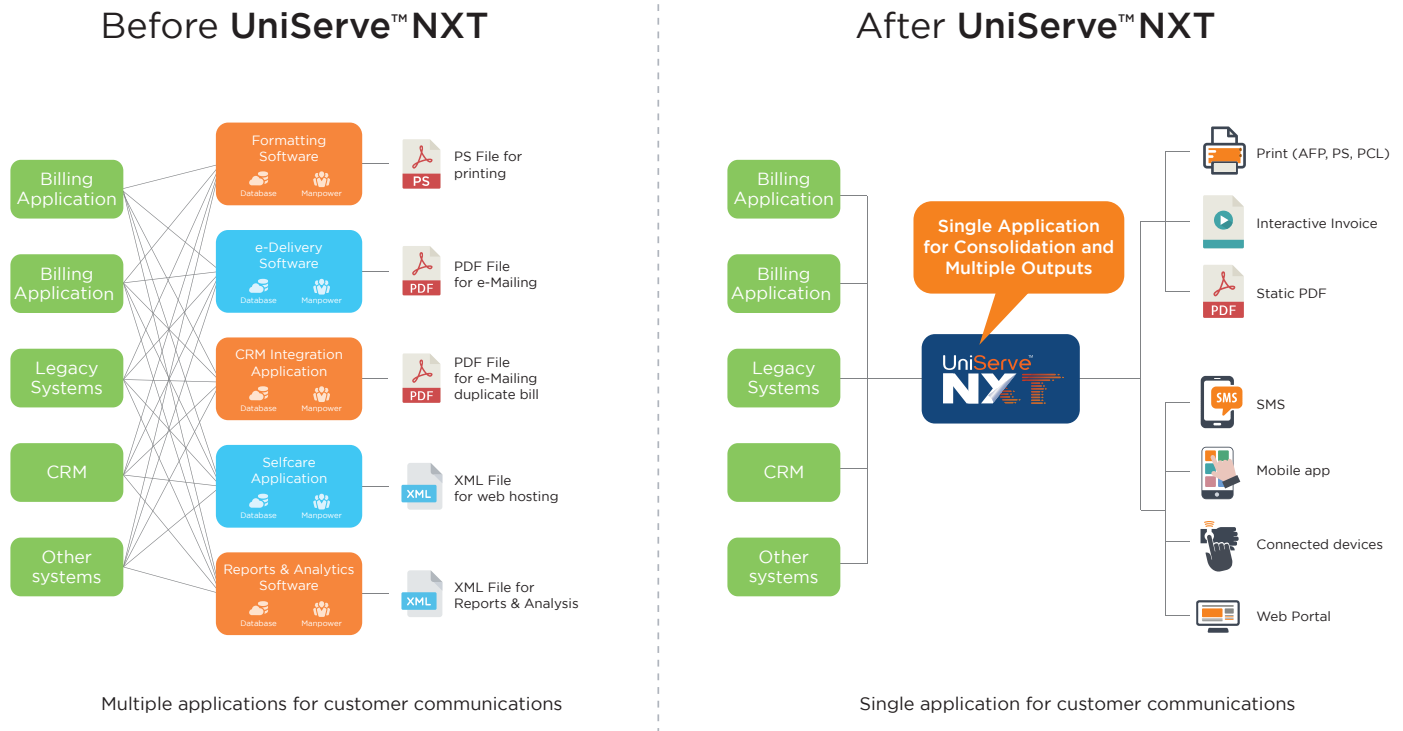
Bringing website to the traffic rather waiting traffic to come to websites



Key features:

- Data Consolidation across disjointed applications, including legacy systems
- Generate HTML5 Interactive communications which offer a personalized quasi-website, accessible across devices with multitude of benefits
- Welcome Video bill for new customers
- Provide reports and dashboard view on self-care
- Notify customers and business by sending business and operational alerts
- Support standard output files (AFP, PS,PCL, PDF) customized files (EDIFACT files) and standard views to 3rd party applications

Customer Communications Management Solution consumes input feed in multiple file formats from various disjointed applications – Billing, CRM, Legacy systems, etc., and processes using library of adapters to generate a single, consolidated/split standard view for a comprehensive communication



Business benefits:

Operational in over 30+ production sites, the solution has already proven its robust strength in scalability and flexibility across HW/SW platforms and provided an array of benefits to our existing clientele. These include:

- Drastic reduction in infrastructure and maintenance cost by making ecosystem lean
- Automated and streamlined operational processes to reduce OPEX cost
- Increase in profit margins by trans-promo offers in cross sell
- Reduction of call center cost due to provision of interactivity
- Reduction in DSO and better cash flow via payment through bill
- Utilized for generating correspondences, interactive market collaterals, event-based engaging communications (birthday/anniversary messages)



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