

Self Connect

Next Generation Telecom Self Service

TechUnified
In sync with IT



Self Connect

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Overview

Competition and Globalization has forced organizations world-wide to focus more and more on timely and quality customer service. Telecom Operators are facing this increase in competition and customer demands more than any other industry. This has given rise to new challenges in increasing the customer base, increasing revenues and profits, as well as retaining existing customers. The Telecommunication industry is one of the most competitive industries worldwide and each telecom operator is thriving to offer the best and unique solution to its customers.

TechUnified's (www.techunified.com) Self Connect product suite helps the telecom operators in staying ahead of competition. Self Connect Product suite enables the customers to access and avail telecom products and services in an intuitive user friendly manner using multiple channels like Web, Phone, Mobile and PDAs. It enables the Telecom Companies to not only reduce costs of interactions, but also collect customer information that enable personalized services.

Self Connect empowers the customers to do things on their own rather than calling the call center and waiting for the service to be enabled / disabled. Self Connect has a set of pre-packaged self-service applications that tremendously enhance a customer's interaction with your company. Self connect adheres to eTOM framework and uses Services Oriented Architecture (SOA). Latest EAI tools and custom backend integrations are supported by Self connect.

Self Connect Applications

Online Provisioning Applications

- Order Land Line
- Order Mobile (Post-Paid/Pre-Paid)
- Order Toll Free Numbers
- Order Special Numbers (5 Digits)
- Order Internet Usage

Online Billing and Payments

- Unbilled Calls
- Consolidated Bills
- Electronic Bill Payment
- Loyalty Points Management
- Bill Presentment

Online Customer Support

- Interactive Live
- Intelligent FAQ
- One Number Access

Online Service Configuration Applications

- Number Change
- Activation (MMS/SMS/Roaming)
- VPN Configuration
- Multi-Party Calls Set-up
- Transfer Land Line
- Transfer Credits (Mobile/Internet)

Online Publishing and Basic Service

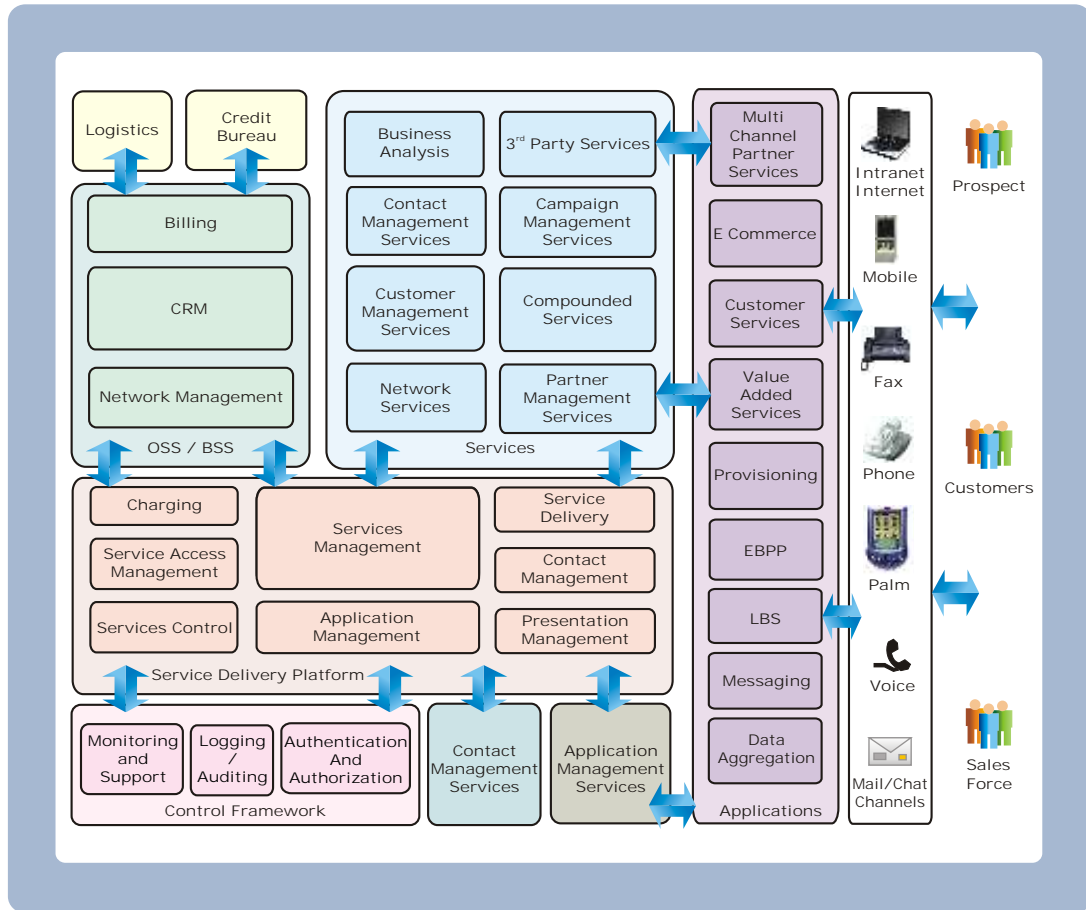
- Send MMS
- Phone Book
- Categorized SMS
- Calendar

.....More than 250 Applications



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Self Connect Architecture Diagram



Framework Design Considerations

Our framework ensures that all the Telecom Self Service applications conform to the following design considerations:

- Performance including Load Balancing
- Usability / Ease of use
- Reliability
- Scalability
- Manageability
- Performance
- Adaptability
- Security
- Interoperability
- Maintainability

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Benefits of TechUnified Self Connect

Cost Optimization

- Voice Connect: Over 70% of the regular call center calls can be handled by using automated voice (Like Call plan requests, billing enquiries etc).
- Reduce dispute resolution costs: Customer Self Service combined with EBPP can be used to streamline payment disputes and provide customized views of billing data.
- Service configuration: Customers can handle service configurations themselves using a web-interface.

Customer Retention and Satisfaction

- Providing easy pay options either for bill-payment or for topping up prepaid accounts.
- Enabling convenient plan review and changes.
- Support m-commerce activities by providing m-wallet facilities.

ARPU Increase

- Premium SMS services.
- VPN and conferencing services for enterprise customers.
- Web hosting for usual data/IP services for SME enterprises.
- Video on Demand with broadband access.

Benefits of Self Connect over Legacy Self-Service Approach

- Reduced Time to Market: Self Connect Applications are pre-packaged and hence the self service applications can be up and running in a very short time frame.
- Uniform Framework: TechUnified's Self Connect model is built on standards adhering to eTOM, ITIL & SOA which enables simple to use, customer oriented Web Application.
- Seamless Integration: Self Connect Framework is built using open standards thereby ensuring seamless integration capability with diversified telecom systems.
- Scalable: Self Connect is highly scalable and can be easily configured to cover futuristic services.
- Security: Self Connect is highly secure with both hardware and software redundancies. It can be integrated with existing Identity and Access management systems.