

Customer acquisition and sales management

Markets with an increasing number of strong players are challenging. They are only within the reach of those who implement best practices in user onboarding and product activation.

A change in telco customer needs and expectations is taking place

- ✗ Rejects advertising impacts
- ✗ Rejects unscheduled calls

Clients want to meet the brand on demand, through different channels and on their own initiative

They will not waste a minute of their time if they encounter the slightest friction

Reduction of churn rates through KYC

42% take this into account when choosing a supplier

Privacy and security are increasingly being more and more valued

They want to operate both online and in person, depending on the type of operation that needs to be done

74% of those under 40 prefer to contact by chat or telephone

Increase in average throughput per user and NPS

Loyalty will increase more if they find it easier to do business than for price reasons

- ✓ Secure onboarding with ID verification
- ✓ Auto-activation when SIM is received at home
- ✓ Contracting with electronic signature
- ✓ Customer area with advanced options
- ✓ Real-time point-of-sale data
- ✓ Commercial structures by teams and zones
- ✓ POS task automation
- ✓ Complete SIM Swapping Mitigation

Online

Make your digital spaces versatile and agile.

Avoid any fraud and keep regulators' sanctions at bay thanks to comprehensive SaaS platforms.

Telesales

With just one click, agents can send and receive contracts and documentation to be signed in seconds, validating registrations instantly thanks to KYC integration.

- ✓ For own and third party centers
- ✓ Collection of documentation and recording in accordance with the GDPR
- ✓ Tariff recommender according to customer profile
- ✓ Training and complete information about the offer

POV

More capable and coordinated sales teams and point of sale managers.

Get a complete view of each agent's statistics in a unified recruitment, sales and after-sales platform.

Alternative

Capillary management by alternative market with software that makes it easier for partners to drive sales and for business managers to supervise.

- ✓ Commission programs
- ✓ Marketing surveys
- ✓ Merchandising adaptation
- ✓ Stock management, orders and shipments.

Offering adapted sales channels



Industry trends



Fast time-to-market

to respond to a changing market

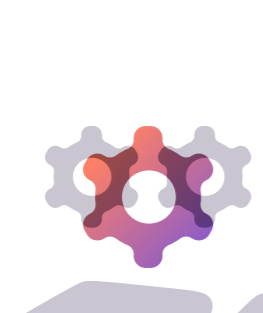
Creating a broad, competitive product and service range tailored to the strategic and local positioning decided upon is easier, but the key now lies in penetration.



An exquisite experience

and automated contacts to build customer loyalty

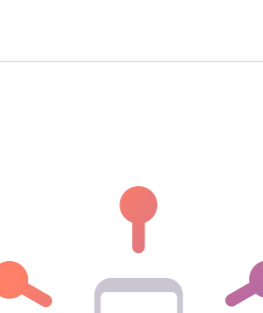
Certified communication through electronic notifications is crucial for two reasons: to have the necessary legal backing and to keep the client well informed.



Realistic innovation

to recover the investment in development

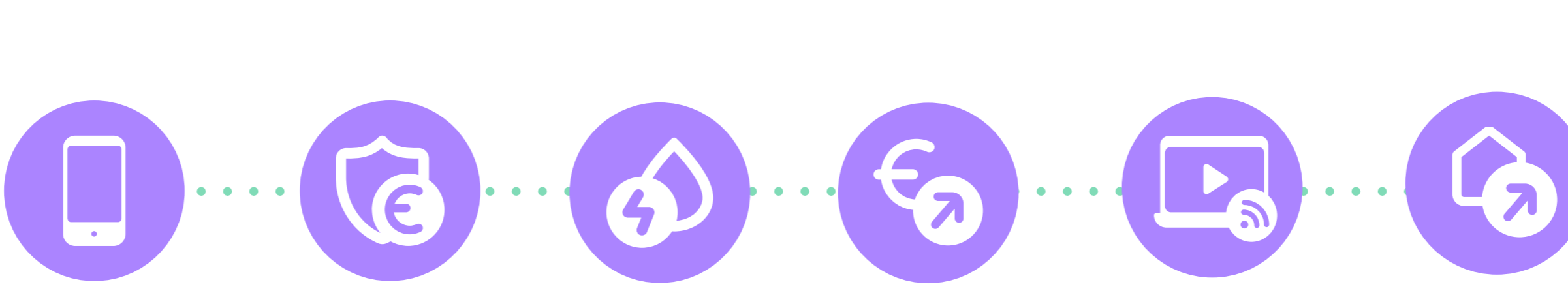
5G, Internet of Things, Artificial Intelligence, Cloud Services, Metaverse, VR and Big Data. Ensuring secure transactions on new platforms is essential to make them viable and enhance their monetization.



Convergence and diversification

to achieve sustainable growth

Partnering with strategic partners and managing suppliers properly thanks to KYB and Due Diligence is fast and safe. Do cross-selling by maximizing conversion.



A new business model

Telco activity and their day-to-day operations have been transformed

- ✓ **Process optimization**
Focusing on productivity and efficiency through innovative tools.
- ✓ **No-impact on IT teams structure changes**
System modernization in days with 100% scalability.
- ✓ **Digitized and standardized procurement**
E-signing and e-notification to convert more.
- ✓ **Authentication based on biometrics**
Drive sales on the customer portal with PSD2 compliance.

- ✓ **Robotic Process Automation**
Non-tech equipment freed from repetitive tasks.
- ✓ **Automated anti-fraud controls**
Connection with authorities or ID checks.
- ✓ **Platforms for own and alternative channel management**
A single software as a global business hub.

Results of those who have adapted

Those telco players that have transformed their sales and procurement operations with SaaS tools and Commercial Hubs are experiencing global benefits:

80%

Reduction in processing time

Reduction in the time spent by the customer to complete an online and/or point-of-sale contracting process.

76%

Reduction in operating costs

Reduction in the cost of personnel and resources allocated to the management of commercial and after-sales operations.

83%

Reduction in training expenses

Reduction in investment in on-site team training.

38%

Increase in the % of orders with cross-selling

Increase in ARPU thanks to the increase in cross-selling.

Ask our experts for a demonstration →