

Customer Communications Management for Telecommunications Companies

Customer Communications for the Telecom Industry

Telecommunications companies face a unique set of challenges to customer communications: high volumes of customer service calls, pressure to reduce operating costs, and legacy solutions that are labor-intensive and complicate their technology landscape.

And today, telecom companies must meet the expectations of digitally-savvy customers who are accustomed to highly personalized customer experiences.

Telecommunications organizations need a partner who can help them navigate this digital-first world of customer communications.

AT A GLANCE

- Best-practices process to drive **20%+ increase** in digital engagement
- Interactive communications drive **20-40% reduction** in print/postage expenses
- Targeted marketing increases wallet share **5-10%**

DataOceans' CCM Solution Drives Digital Transformation

Customer Communications Management (CCM) technology is the "last mile" in your communications process. It improves the customer experience by simplifying document delivery and electronic payments.

Transforming and integrating legacy IT systems is labor-intensive, complex and costly. But DataOceans' Oceanus platform enables organizations to rapidly implement omni-channel communications without the need to piece together a solution internally. It simplifies the digital transformation process, using our best practices deployment model to rapidly integrate data and deploy communications and customer touchpoints.

An end-to-end platform, Oceanus provides complete control over messaging while enabling visibility and governance throughout the process. A flexible, scalable architecture provides a stable platform foundation to support future requirements.

PARTNERING WITH DATAOCEANS

- Creates a superior customer experience by providing flexible document delivery and payment preferences
- Reduces staffing requirements while enhancing functionality
- Increases opportunities to upsell to highly targeted populations
- Reduces call volumes and improves CSAT
- Streamlines operations and increases efficiency and agility

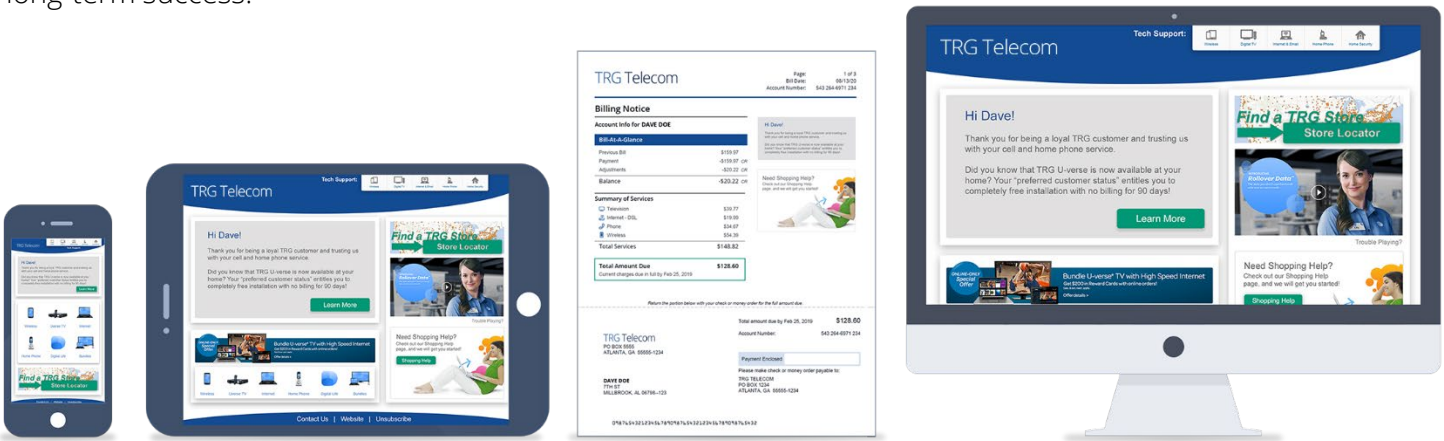
Real Results

DataOceans Oceanus will quickly transform the online experience for your customers. A complete CCM solution, it integrates with other technologies (payment portal, chat, IVR, call center), reducing the complexity of your infrastructure. Our best-practice deployment approach maximizes ROI and increases efficiency, guaranteeing results in months.

DataOceans' end to end solution for communications, preference management and customer engagement can quickly transform your online experience and drive profitability and top-line revenue.

The Bottom Line

The DataOceans platform delivers personalized customer communications that improve customer retention and reduce servicing costs. Our clients experience improvements in efficiency ratio in 90 days, creating value and enabling a foundation for long-term success.



DATA FROM EVERYWHERE, COMMUNICATIONS ANYWHERE