



Ness OneCare

All channels. One face. Omnichannel.

One tool for customer interactions in omnichannel world

Communicate consistently across all channels

Tailor your product to your customer, not your legacy IT

Profit from online-driven simplicity in offline world

We are all shaped by on-line world we live in. Mobile phones are becoming gateways to everything. Our lives change. Our brains adapt. Your customers' behavior adapt. We will adapt your sales, care and CRM. Your interface to your customers. One care is not a system implementation. OneCare is a business redesign.

Average **6** customer uses **channels** to communicate with service providers.

50% online care requests come from mobile devices.

Online care channels have come from **19%** better **customer satisfaction** than traditional ones.



more sales

How?

Homogenous user interface across all channels. For your customer and your staff.

Web, e-shop and self-care – clear, responsive and mobile friendly.

All channels use the same system, one interface, one CRM and one customer identity.

Shorter time to market thanks to simplicity and functional backend interface.

Simple processes. Shorter training time. More substitutability.

Up to 80% care transactions transferred to on-line channels.

better customer experience

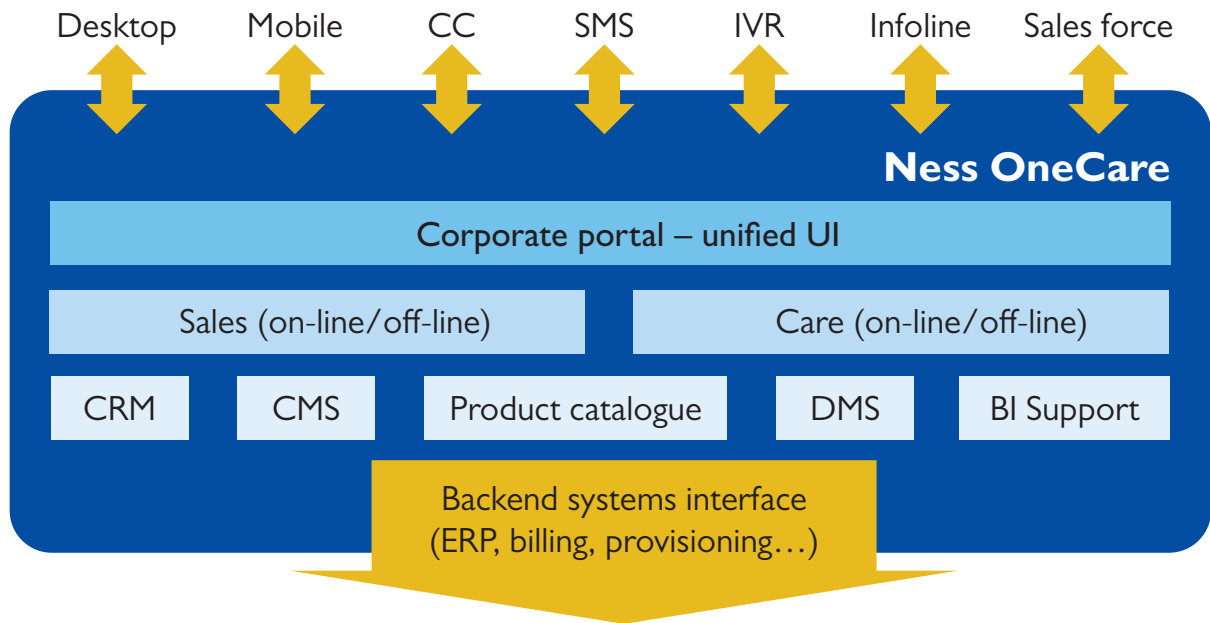
better care cheaper

less churn

Ness OneCare elements

- Corporate web, eshop & self-care
- CRM including order management, billing, customer value management
- Product catalogue, product lifecycle management
- Intranet, DMS
- Backend systems interface (ERP, billing, provisioning,...)

Managed in one system, with one face. With streamlined and consistent user experience, mobile friendly, efficient and scalable. Your customer can start transaction in one channel and finalize via another. His identity and data will follow him.



Technology partners

We build our solutions on cutting-edge, robust technology. We will blend open-source and proprietary solutions according to your needs, functionally and economically.



Satisfied customers

Telco, Finance, Utilities...there is but one customer. We will custom fit solution just for you, based on our experience from diverse industries.



Customer service portal in O2 Slovakia
eCare and eCommerce portal for O2 Czech Republic



eCare, eShop and wholesale portal for T-Mobile Czech Republic



Self-service portal for ING Insurance Co. (NN Group)



On-line self-service portal for Kaktus virtual operator



Client zone

ŠKODA



On-line car configurator



Ness Technologies is both your experienced business consultant and IT services provider. We connect business insight with technological expertise so as to help you to meet your targets, improve business efficiency and boost your overall success. We combine IT solutions, software, applications and outsourcing services in order to fully match your corporate requirements. Our services are based on future-proof solutions, robust competencies and major technology vendor partnerships. We have long-term experience of complex IT implementation across a range of industrial sectors in various European countries. More than 1000 Ness experts in the Czech Republic, Slovakia, Hungary, Bulgaria, Romania and Macedonia combine global knowledge with local expertise.