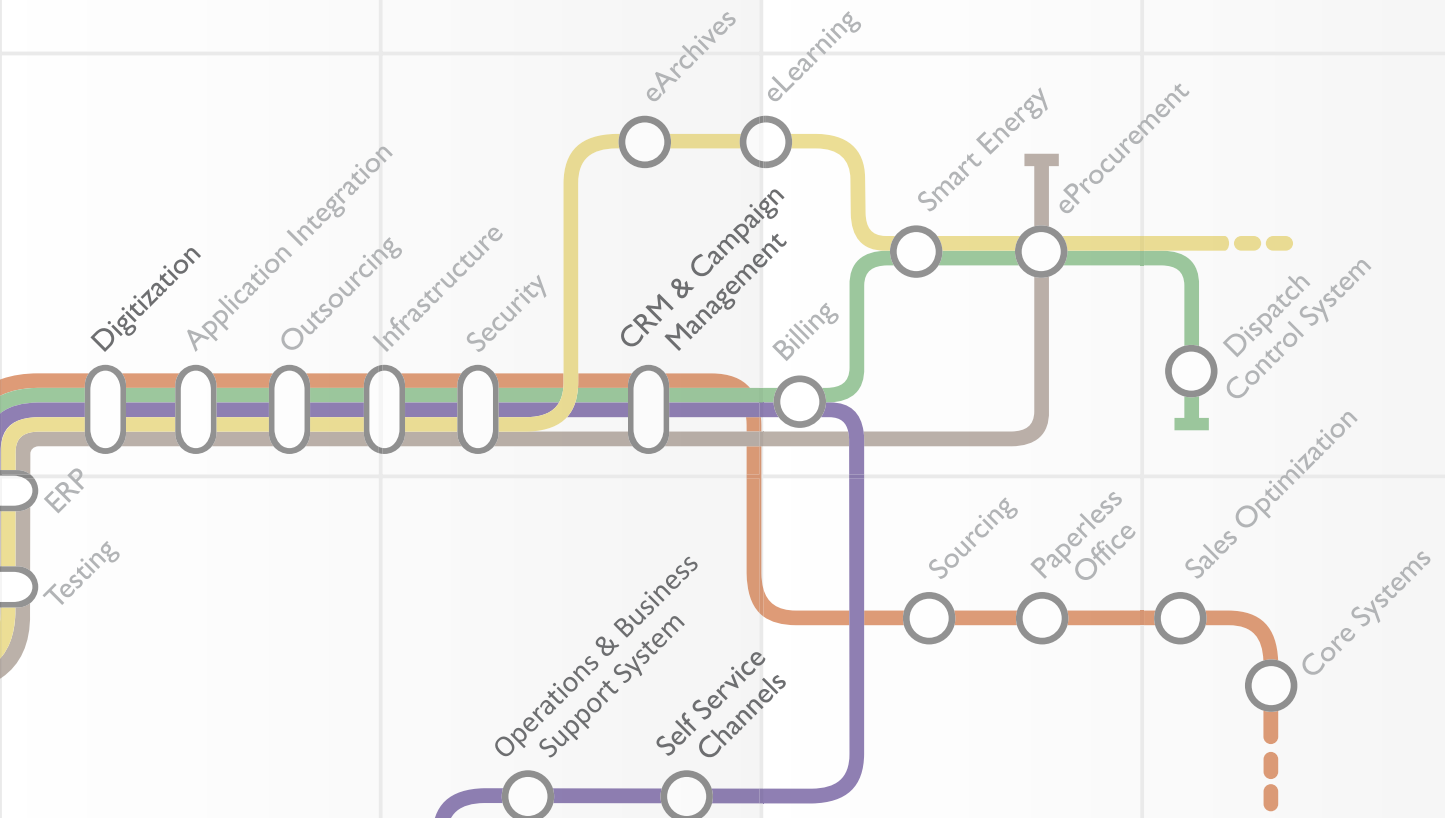


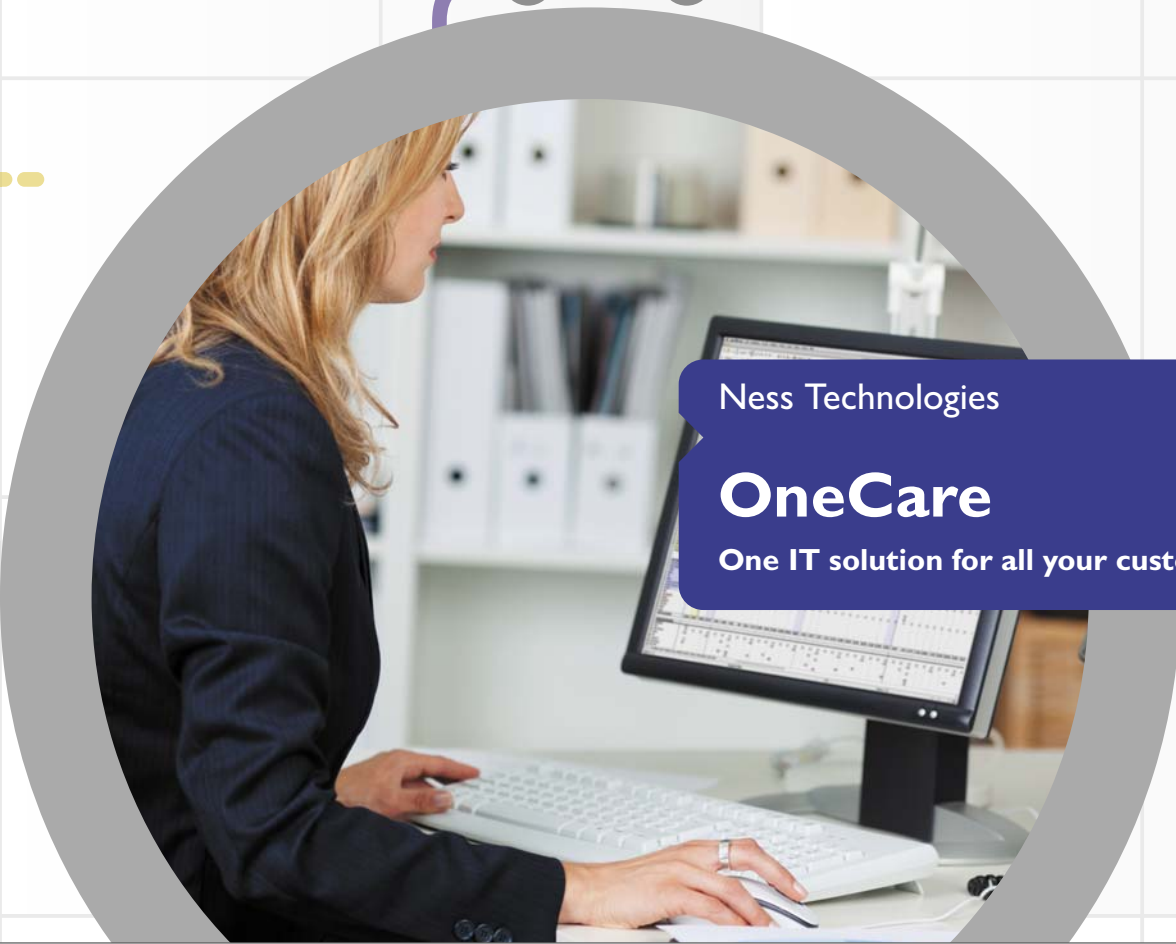


# Ness Technologies



### Ness Business Lines

- FINANCE
- UTILITIES
- MANUFACTURING & SERVICES
- COMMUNICATION
- PUBLIC



Ness Technologies

## OneCare

One IT solution for all your customer interactions



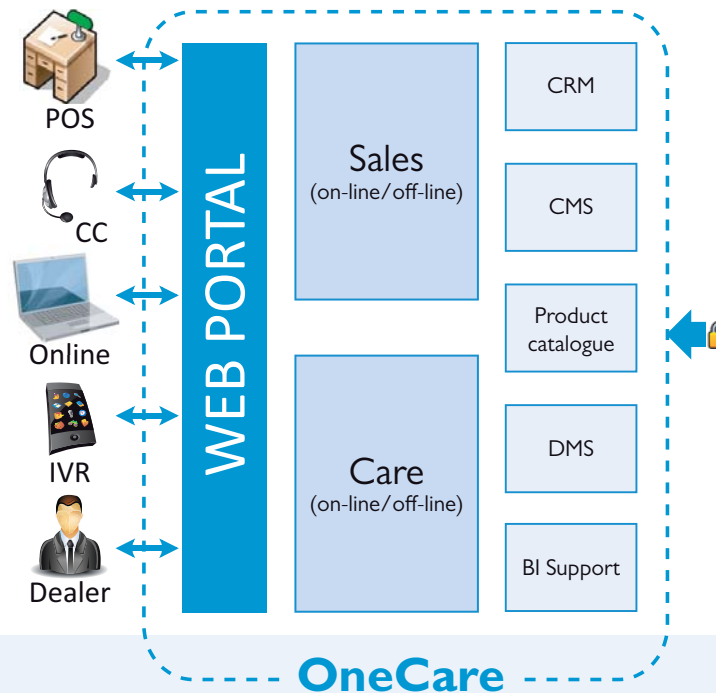
# OneCare from Ness Technologies

**OneCare** is a consolidated application framework for all your customer interactions, optimised for omnichannel customer interactions in both on-line and off-line environments.

The omnichannel approach is based on the consolidated functioning of all customer-facing channels, encompassing not only products, processes and customer experience, but also technology stack – respective IT systems and technologies. OneCare implementation is not just a technological project. It is part of a business process transformation towards a truly “on-line centric” company.

## On-line centric IT architecture

OneCare technology stack is conceptually built on an eCommerce framework, created for on-line channels. This approach emphasises the simplicity and usability of a user interface mirroring simple and elegant system architecture. Simplified processes typical for on-line channels go hand in hand with simple, consolidated and flexible IT architecture.



## OneCare elements

### Portals

- Corporate web
- Intranet
- Content management system
- Document management system

### Provisioning

- Simple service provisioning

### eCommerce

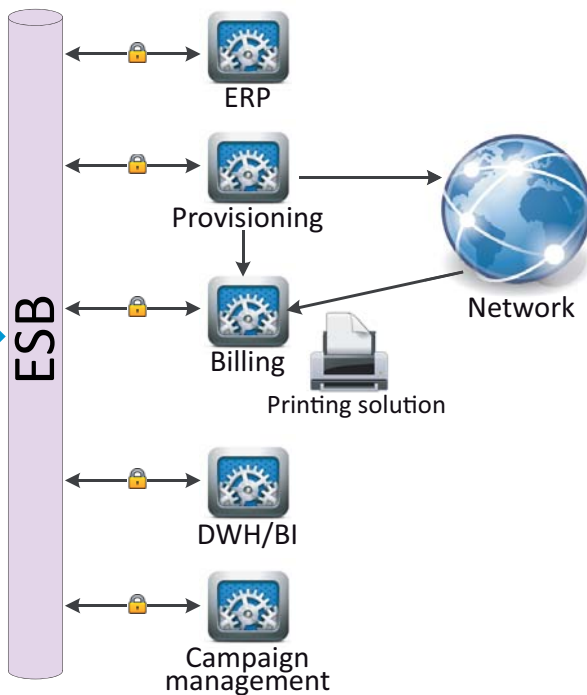
- Sales processes
- Care processes
- Personalized offers
- Product catalogue; Product Lifecycle management
- Product rules and pricing

### CRM

- Customer management
- Customer communication, claims and complaints
- Order management and order handling
- Resource management
- Payment management
- Service configuration and activation
- Retention & Loyalty
- Problem management
- Partner management

## One Care benefits

- **Consolidation and simplification of processes** and product portfolio across channels using one application framework and one user interface.
- **Change management simplification**, shorter time-to-market for any new product or functionality.
- **Lower IT maintenance OPEX**.
- **Unified logic and intuitive** IT architecture.
- **One supplier**, clear governance.
- **Single Customer View** for all systems and users.
- **Multichannel** campaign management interface.
- **Simple and intuitive user interface** enables shorter training times while generating fewer support requests.



## Open-source portal technology

OneCare was created using proven open-source portal technology providing a great variety of ready-made tools and functionalities, reliability, standard documentation, security and expert customer support and development. Open-source code offers an unmatched capacity for personalisation, while keeping a significantly lower price compared to traditional robust solutions. Enterprise versions with guaranteed support are also available.



**75% of companies** plan to implement omnichannel in the next two years

**83% of companies** rank customer experience as a competitive advantage

**77% of companies** register cost savings thanks to improved customer experience

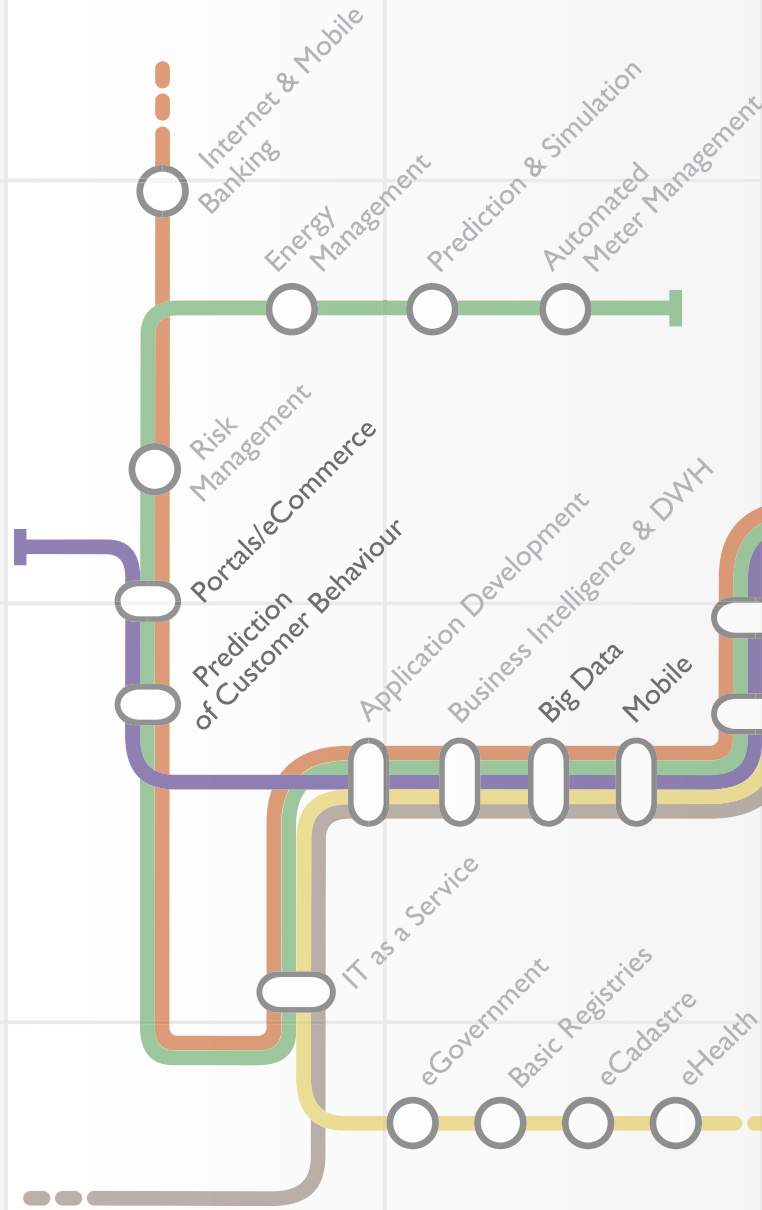
**Benefits** of Omni-channel and Single Customer View (SCV) capabilities of next generation CRM for European telco operators:

- **20% reduction** in Customer Service OPEX by eliminating duplication of various points-of-contact agent work
- **10% reduction** in annualized churn and increased customer satisfaction
- **30% savings** in IT OPEX from back-office streamlining and automation

Sources: *Quantifying the value of Omni-channel CRM for Telecoms*, Northstream research for AsialInfo, February 2015  
*Global Contact Centre Benchmarking Report 2016*, Dimension Data



**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.



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