



DocCentrics

A personal approach to communications

Telecom is one of the most dynamic and competitive sectors in the world. Speed to market is vital to maximise the value and competitive advantage of your marketing campaigns and promotions, while clear and relevant communications are essential to minimise the burden on your operational functions like call centres.





DocCentrics

Our solution can help you:



- **Create easy to understand bills and reduce calls to customer services** – the DocCentrics solution provides the tools you need to design the look and layout of your bills to make them more attractive and easier to read, helping you to stand out from your competitors and reduce customer queries.
- **Improve the customer experience with targeted messages** – valuable usage and spend data can be utilised to create highly personalised communications. DocCentrics will help you maximise the opportunities to enhance your customers' experience improving loyalty for a longer-term, mutually beneficial relationship.
- **Raise the quality and efficiency of your operations** – automated data processing, data checking and web-based proofing can dramatically speed up billing processes, while at the same time improve the accuracy of management information for use in future campaigns.
- **Reduce costs** – telcos operate on fine margins and e-billing is a useful way to reduce costs quickly, but there are a number of factors to consider, not least the customer experience. The DocCentrics solution delivers cost savings, while maintaining customer satisfaction and response rates.

Breathe new life into your communications

With the DocCentrics solution, telecoms companies can quickly and simply breathe new life into a whole range of customer communications including bills, new product or service announcements and promotions.

Collaborate to communicate

Different business functions such as Marketing, Customer Services, Operations, and Compliance teams can all use the DocCentrics solution to get their message across.

Fast and effective results

The DocCentrics solution has a positive and long lasting effect on efficiencies. You can reduce billing and postage costs, reduce call centre queries, improve retention and increase average revenue per customer.

Talk to us to see how the DocCentrics solution can be tailored to resolve your challenges and promote your telecoms products.