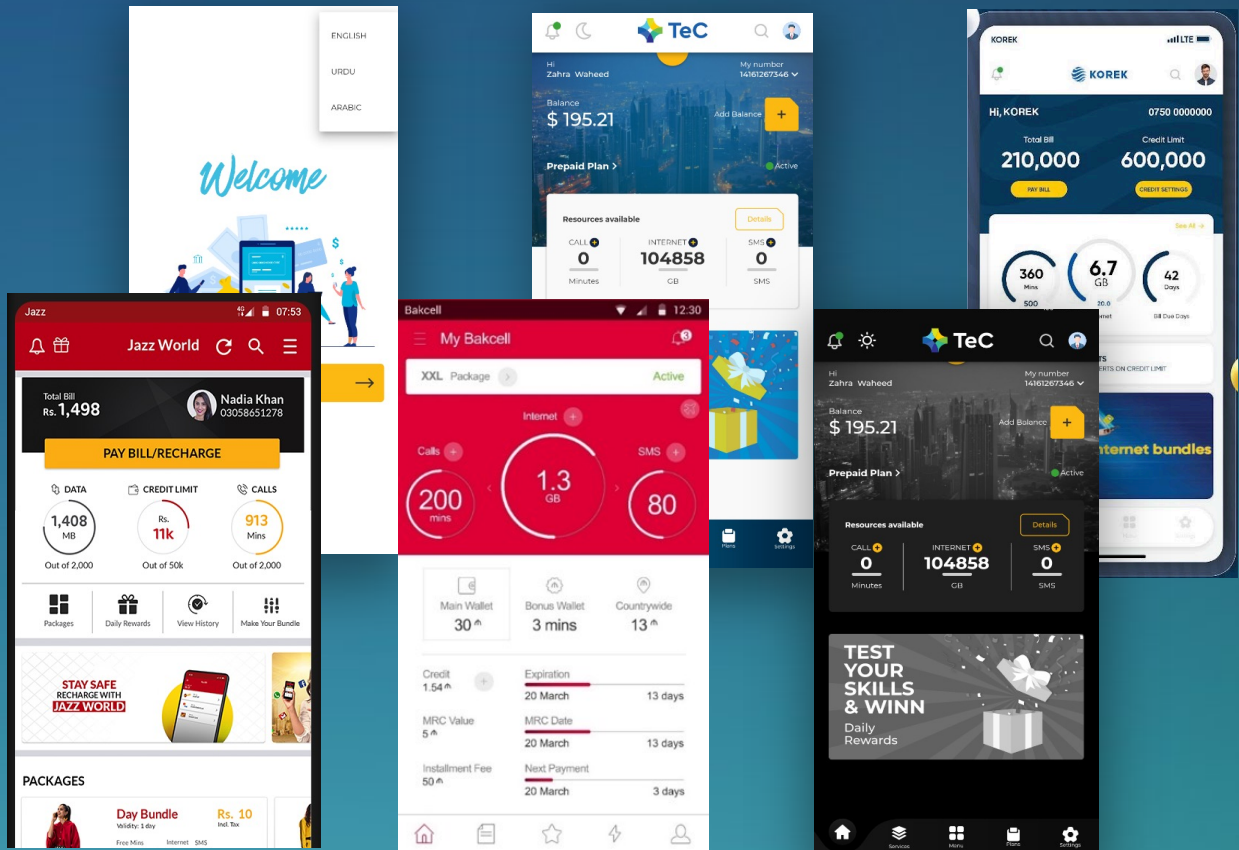


Digital Self-Care

TeC - Digital Enablement Platform

100+ self-care use cases out of the box for Telco B2C, B2B and E-commerce



Trusted by 100 Million+ Telecom Customers

TeC is a pre-built Digital Engagement Platform with ready to roll out processes and use cases that complement your existing BSS infrastructure and accelerates your path towards Digitalization. It functions via a fully digital operating model using digital channels for sales, customer service and information for B2B, B2C and e-commerce customers.

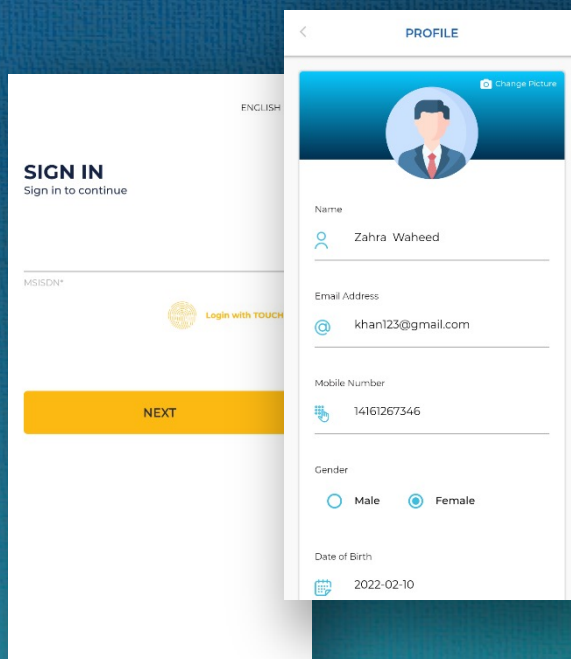
Built in mind for customers who don't want long never-ending system integration projects, we made sure that TeC Digital Engagement Platform realizes the Digital Experience of customer management, revenue management, policy control and charging, enterprise product catalogue, service orchestration and analytics-based service assurance for service providers within one pre-integrated solution. We don't ask you to replace your BSS and CRM systems, as we integrate into them instead.

Our platform comes with ready to use Digital front ends as IOS and Android Apps, as well as HTML5 Web interfaces. Furthermore, our services are exposed using standards-compliant APIs, enabling easy integration of any other front channels, third parties and partners to ensure Zero Touch operations. Our ready to roll out pre-built process and industry-specific use cases (following TMforum Framework) substantially reduce the time and implementation effort for Digital Telcos.

Built on micro-services, cloud-ready for both public and private clouds, TeC includes the following features for a true digital experience.

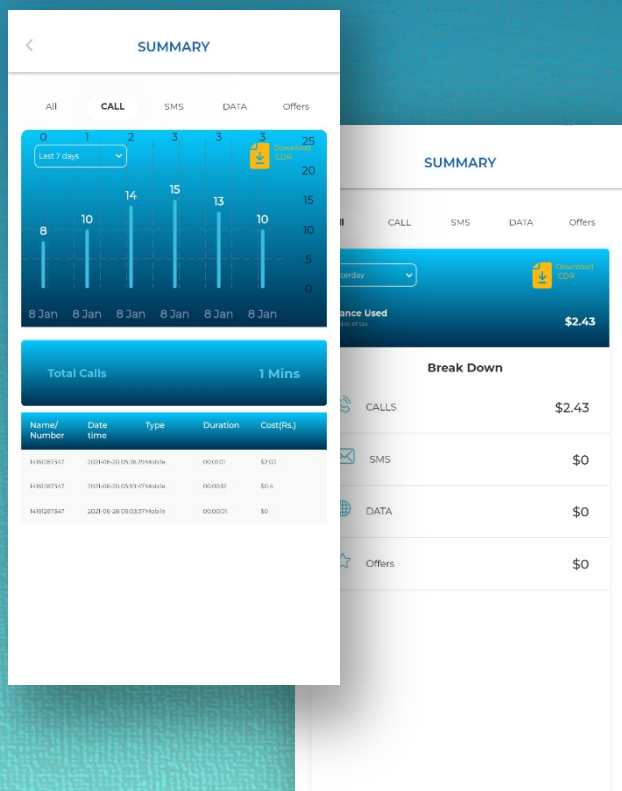
Join

- Getting onboard with digital assets. Focused on Efficient Signup, Digital Onboarding, Secure Log-in, Regulation agreements, Face/Touch ID, Tips and Tours of the assets and Promotional placeholders
- Targeted push notifications to individual users or customer segments. Content varying from Rich media promotions to Consumption alerts. Targeting from customer segments to geographical regions



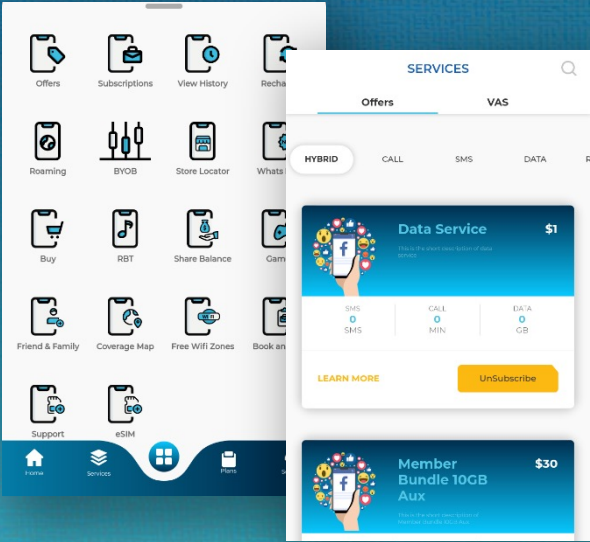
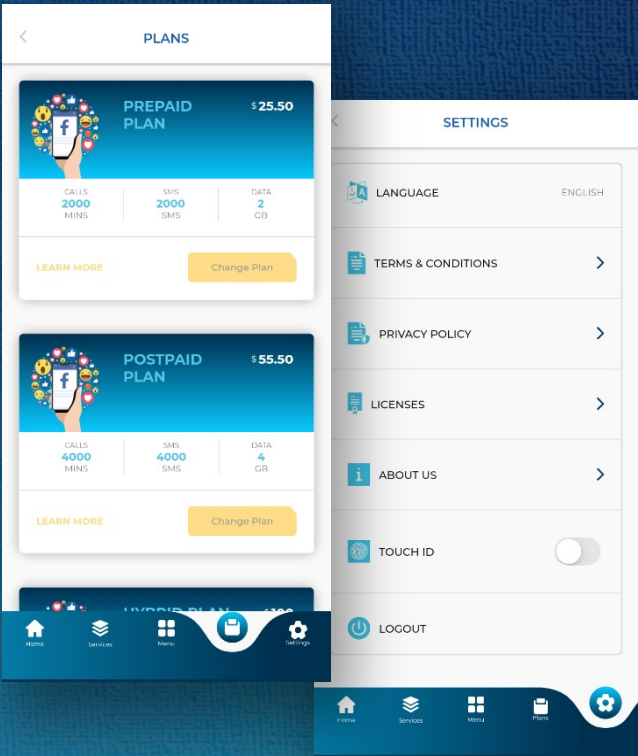
Use

- Access key information through customized dashboards based on customer type. Clutter free designs and ease of access through (max) 3 level fluent navigation.
- Retrieve all the Actions performed though any digital channel from your Account. Payments, Subscriptions, Logs, Usage breakdowns and gifts with effective filters and search options.
- Implementing powerful tools Analytics, diagnostic, propagation and Customer insights. Analyzing data and evolving continuously



Modify

- Getting more out of existing customers through subscriptions, recommendations, suggestions and loyalty points through E-care. Getting more users onboard through social media propagation and gifts
- Support for other applications like OTT or content delivery apps within the digital asset. Modular development allowing more features to be built on top.
- Self-care Enabling un-subscribing, log-out, switching number, App delete. Tracking the time reasons behind abort actions
- Integrations with local payment gateways enabling payments through credit card/debit card, recharge through vouchers and e vouchers, Promotional coupons and vouchers for discounts



Care

- Elaborate Help & Support Sections that off loads legacy support processes. Troubleshooting, FAQs, Chat-bots, AI for care, Extensive Complaint Handling, Live Chat and to reduce operations expense.

More Features

Modules	Use Cases
Accounts and Transactions	• Support various types of accounts (B2B,B2C,prepaid,postpaid,hybrid,MBB, Fixed line, Broadband)
	• Accounts overview dashboard Landing Page • Associated MSISDNs • Loyalty Points • Bill Summary • Subscription Details • List Available Service Details • Usage History • Roaming Services• List VAS Subscription Details • • Friends And Family Numbers • Graphical Usage History • View PUK/PIN Code • Instalments • Widgets • Voucher Card Recharge • E-Voucher Recharge • Credit Card Recharge • Get Loan • Balance Transfer • Share internet bundle • Tokenization for Payments • Scheduling of Payments
Ecommerce	• Purchase Product Offerings• Customized Bundles • Pre-Order • Order Back • Wish List • Currency Handling • Redeem Gift Voucher Card/Promo Code • Payment Methods • Share In • Cashback • Subsidy Instalments • Split Payment • Add Multiple Items to Cart • Registration & Participation for Auction • Buy Gift Card • Delivery Methods • Delivery Speed • Track Order • Refund Order • Share Purchase on Social Media

Architecture

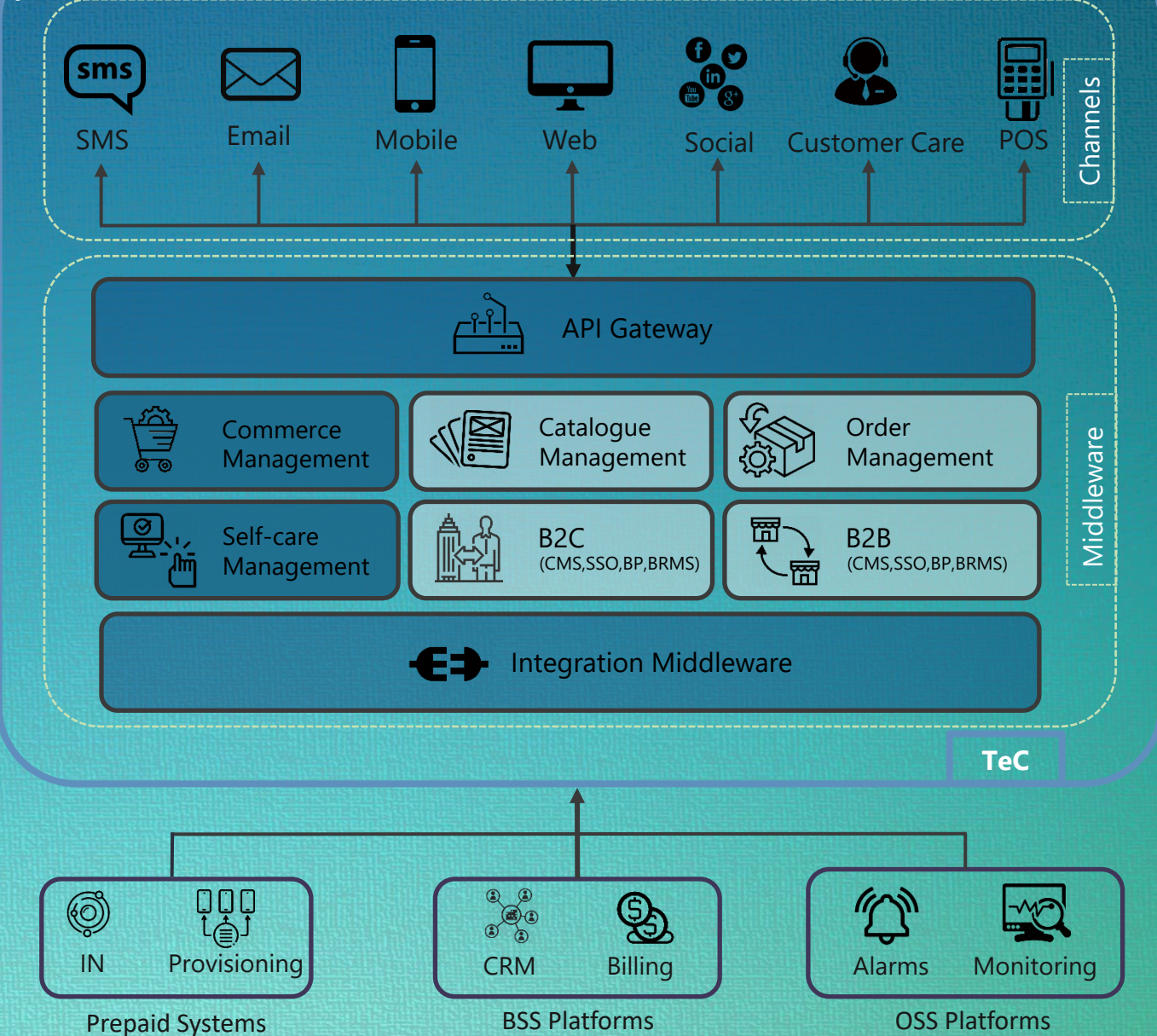
TeC comes with a built-in Content Management System (CMS) to manage digital content directly, a Product Catalog to easy build new products or sync with your products in BSS/CRM, Shopping Carts for the e-commerce experience, and full support for pre-paid and post-paid e-Care use cases.

The integration layer provides the ability to orchestrate your own workflows with multiple systems and datasets for easy integration, or to integrate towards any existing middleware or provisioning solution.

Connect existing BSS and other core telco systems through a flexible EAI integration interface. Already have pre-built integration accelerators for Ericsson Charging System, Ericsson CBIO/BSCS, Huawei CBS, Huawei NGBSS and Optiva BSS. These help significantly reduce any project delivery timelines.

Supporting: SOAP, RESTful, JMS, FTP, Email, SMPP, XML RPC, MML and 200+ adaptors for various network elements for any kind of activation or provisioning. Communicate south-bound with ESB for any external nodes integration.

Following is a high level Architecture showing how TeC is integrated with a Telecoms existing systems



KEY BENEFITS

- **Omni-channel experience:** Deliver personalized, differentiated experiences across all device types; truly native experiences on mobile and tablet, solution that works on desktop web browsers, with the option to extend support to other operating systems and devices.
- **Rapid time-to-market:** Stay ahead of the competition with accelerated delivery cycles, to implement continuous enhancements.
- **Customer Interfaces:** Digital acquisition, Digital supply chain transformation, Dynamic pricing, MNP Integration, Digital marketing, Brand monitoring, Data analytics
- **Products and Services:** Product experience engineering, Digital simulation tools, automated feedback, Digitize product life cycle management, Digitized demand assessment, Digitized product catalogue
- **Integrations:** Mobile self-service and account management across platforms, Technology stacks and system configurations for integrated systems, integrated billing system, Customer care systems integrations
- **Reporting:** Digital technology road map, Mobility solutions for Enterprise, Digital architecture for future Telco, Analytics and insights, complex customer interactions analysis, Digital diagnostics tools, Social listening
- **Cost-effective by leveraging Open Source Technologies:** Our technology stack is built upon the leading open-source technologies to minimize software licensing or OEM costing.
- **Integration and extensibility:** Flexible solution that allows Telcos to constantly innovate, instead of having to rely on the backend vendors' roadmaps.
- **Enterprise grade security:** Based on industry best practices for app development and advanced security features to safeguard data.

ABOUT EVAMP & SAANGA

Evamp & Saanga is a leading developer of Web, Mobile, and Telecom related applications and solutions. The company was established in 2001, with a focus towards design and development of innovative solutions for this converging market of Web, Mobile and Telecoms

At Evamp & Saanga, we strive to lead customers into the world of Digital transformation – taking traditional businesses processes and latest digital technologies to enhance customer interaction through automation and user experience design. Our focus has been in developing Omni-channel interactive media for web and mobile, with leading design principles of the web and mobile combined with leading edge software technologies.

We help companies make their digital presence - websites, e-care, online stores, Apps, API services, developer portals and integrations more competitive by providing the best tools combined with our transformation processes and know-how. Our design methodology includes an in-depth analysis of the business and technical requirements, understanding the target audience and how to approach the digital eco-system.