

# ***Bridge the gap with our self-serve portal: Cloud Market for Vodafone Business***

**Exclusive to Giacom Distribution partners**

The image displays a collage of screenshots from the Cloud Market for Vodafone Business portal, set against a dark background with red and purple decorative shapes and flags.

- Sales Status:** A dashboard showing sales performance with various metrics and a map of the UK.
- Customer Management:** A list of customers with columns for Name, Address, Company Name, Contact Person, and Status.
- Network Status Checker:** A map of the UK and Ireland with network coverage and signal strength indicators.
- Product Detail:** A page for a mobile plan, showing details like Company name (Bespoke Discount 24.11), Account Number (691572344), and SIM (07810792499).



## SELF-SERVE WITH CLOUD MARKET FOR VODAFONE BUSINESS

At Giacom, we proudly present our revolutionary self-serve portal, Cloud Market for Vodafone Business. This cutting-edge portal offers a holistic partner journey, encompassing everything from generating quotes to creating and dispatching contracts, and facilitating seamless connections with Vodafone.

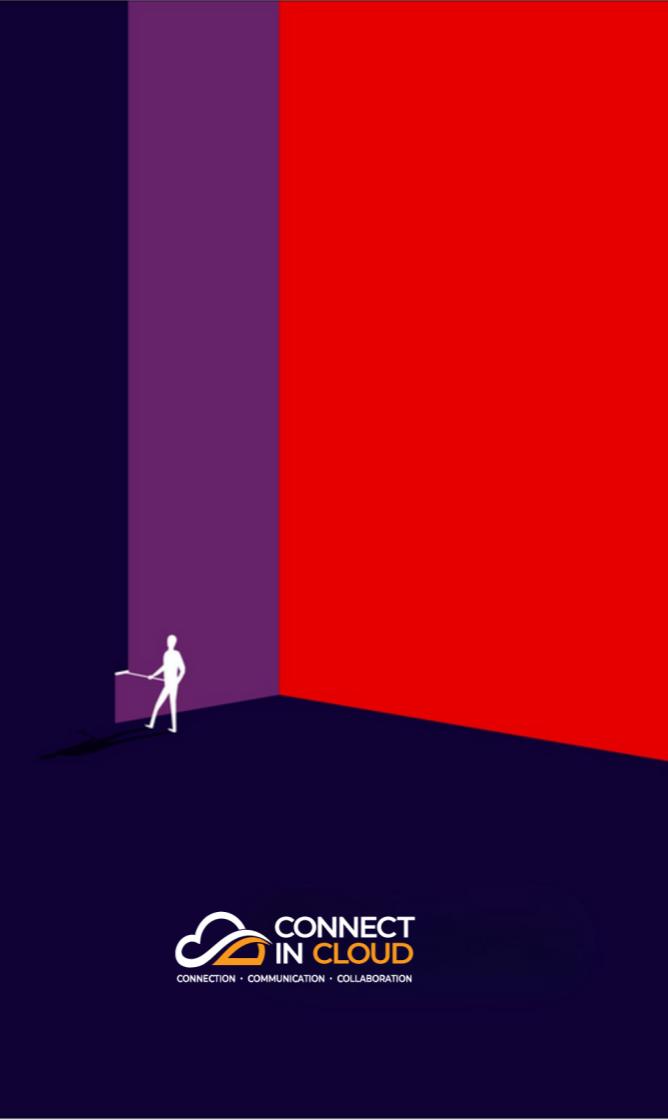
Partners can efficiently support their customers through a suite of in-life management features, allowing adjustments to services, application of discounts, addition or removal of bolt-ons, contract re-signing, and SIM swaps.

What sets the Cloud Market for Vodafone Business portal apart is not only its extensive feature set but also the integration of productivity enhancements that automate labour-intensive and repetitive manual processes. This not only expedites onboarding but also fosters improved communication and substantial reductions in operational costs.

Seamlessly integrating with Vodafone's mobile management systems, the Cloud Market for Vodafone Business portal also

brings a significant reduction in order processing times. This remarkable efficiency improvement reduces turnaround times and enhances overall operational effectiveness.

We're not just setting a new standard of innovation and collaboration; we are unmatched in the Channel. No other Distributor can empower partners with this level of control.



## KEY BENEFITS



### Self-Management Capabilities

Gain direct access to provision your customer accounts, allowing you to self-serve and efficiently handle the majority of your customers' requests directly on the portal.



### In-Life Management

Support your customers by easily changing set-ups, adding/removing bolt-ons, re-signing, and establishing commitment status. This portal streamlines these tasks for quick and efficient in-life management, including SIM swaps.



### Comprehensive Partner Journey

Enjoy a seamless partner journey, from building a quote, creating and sending a contract, to placing an order with Vodafone. Manage the entire process effortlessly within the new portal.



### Improved SLAs

Experience enhanced Service Level Agreements for quicker processing times. For instance, a 10+ re-sign job, which previously had an SLA of 48 hours + 10 days, is now completed within 1 hour, with the order taking place the same day the contract is signed.

## WHY CLOUD MARKET FOR VODAFONE BUSINESS?



### Enhanced Partner Experience

Unlock self-service capabilities of usage reporting and invoice downloading.

Experience unparalleled flexibility through the portal's diverse discount options.

Leverage a multitude of in-life management tools, including streamlined ticket requests.

Embrace efficiency with automated processes to expedite onboarding.



### Greater Efficiency

Network changes, including SIM swaps, bars, and billing adjustments, are automated, resulting in significantly reduced completion times.

Experience instant credit approval for swift processing.

Streamline operations with automated contract agreements, ensuring orders are placed promptly upon acceptance.

Most orders are anticipated to complete within the hour, and your connection will be live\*.



### Cost Savings

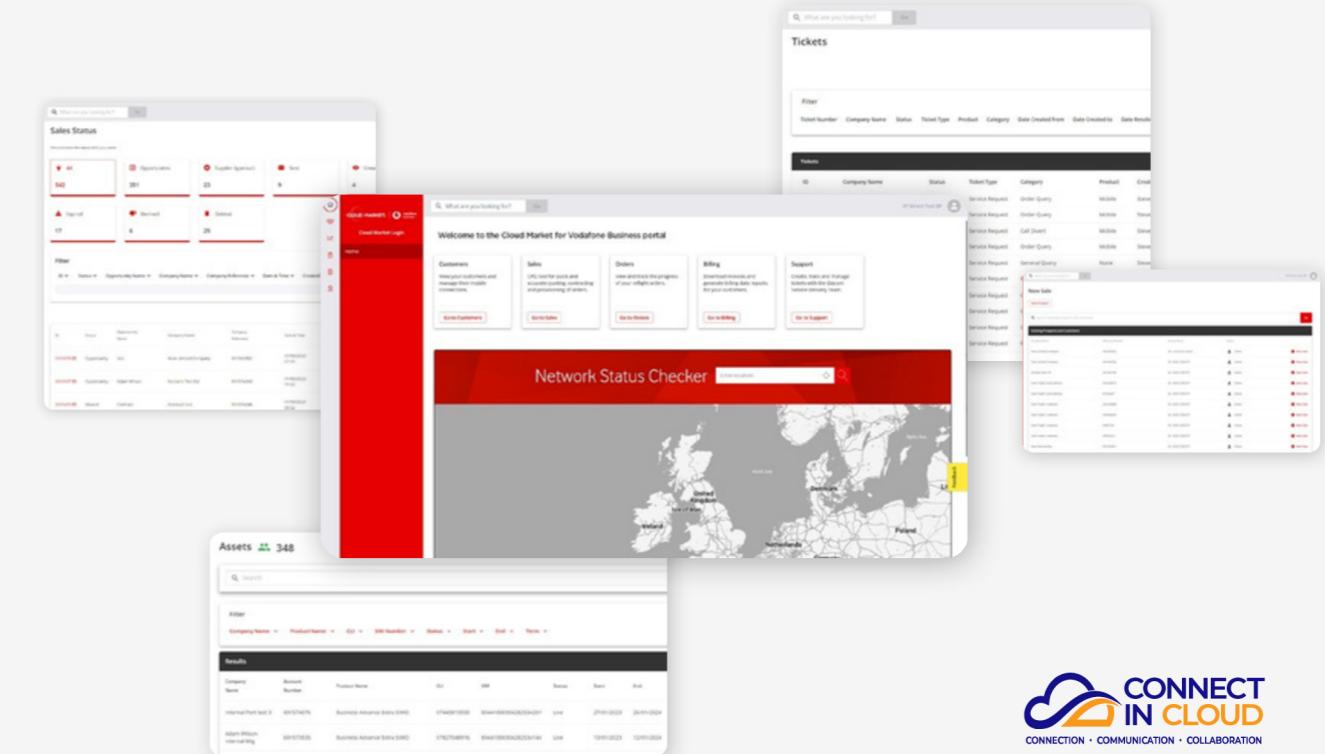
Improved efficiencies will lead to a reduction in operational costs.

Redirect your resource to prioritise revenue growth.

Prevent end-user bill shock and unpayable bills by implementing effective spend caps management.

Streamline processes for requesting additional funding and crafting more cost-effective deals.

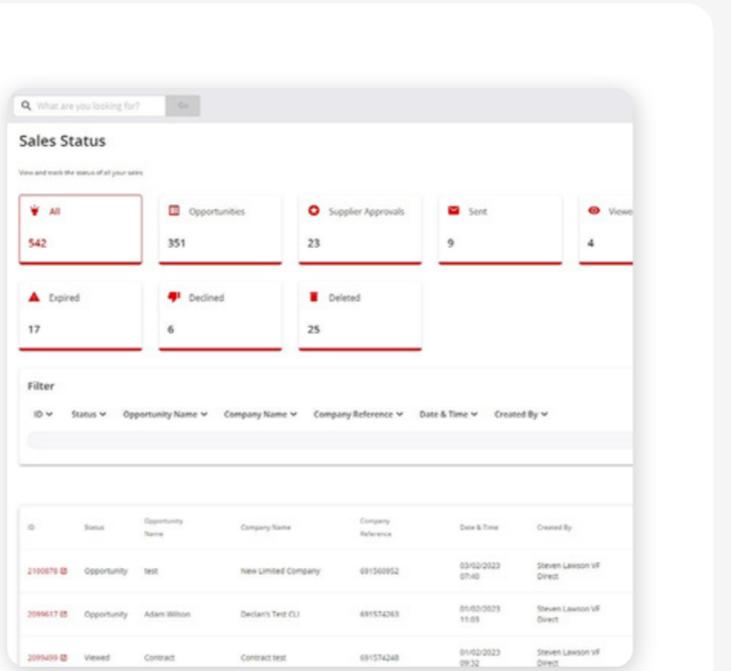
\*Standard network SLA applies, up to 24 hours.



## FEATURES & FUNCTIONALITY

### Sales Enablement

- ✓ Streamline your workflow by sending quotes and e-sign contracts in a single location without duplicating work.
- ✓ Instantly conduct automatic credit checks for quicker results.
- ✓ Receive immediate validation of PACs for porting or migrating numbers.
- ✓ Seamlessly request discounts and additional funding through the portal.
- ✓ Benefit from personalised configuration options.
- ✓ Upgrade or re-sign your customers effortlessly through the same user-friendly interface.



The screenshot shows a sales dashboard with the following data:

Category	Count
All	542
Opportunities	351
Supplier Approvals	23
Sent	9
Viewed	4

Below this, there are breakdowns for different statuses:

Status	Count
Expired	17
Declined	6
Deleted	25

At the bottom, there is a filter section and a table of opportunities:

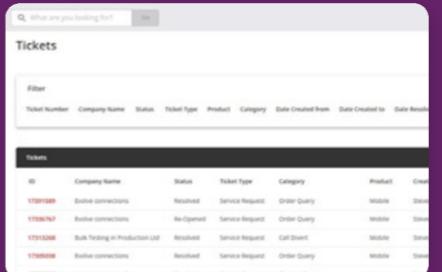
ID	Status	Opportunity Name	Company Name	Company Reference	Date & Time	Created By
2199876	Opportunity	test	New Limited Company	691560952	01/02/2023 07:40	Steven Lawton vF Direct
2098617	Opportunity	Adam Wilson	Declan's Test CUI	691574263	01/02/2023 11:03	Steven Lawton vF Direct
2099499	Viewed	Contract	Contract test	691574248	01/02/2023 09:32	Steven Lawton vF Direct

### Order Tracking

- ✓ Effortlessly monitor your active opportunities.
- ✓ Receive instant notifications when a customer signs a contract.
- ✓ Track the provisioning progress of orders, with the majority completed within half an hour.

### Support Functionality

- ✓ For seamless issue resolution, our user-friendly portal features a simple ticketing system, ensuring effortless resolution for any non-self-service requests you may encounter.
- ✓ The homepage provides a Vodafone coverage and service outage checker for your convenience.



The screenshot shows a ticketing dashboard with the following data:

ID	Company Name	Status	Ticket Type	Category	Product	Created
17701569	Enable connections	Resolved	Service Request	Order Query	Mobile	2023-01-10 10:00:00
17700767	Enable connections	Re-Opened	Service Request	Order Query	Mobile	2023-01-10 10:00:00
17701208	Bulk Testing in Production (200)	Resolved	Service Request	Call Direct	Mobile	2023-01-10 10:00:00
17700508	Enable connections	Resolved	Service Request	Order Query	Mobile	2023-01-10 10:00:00
17701205	Account setup test 2	Resolved	Service Request	General Query	None	2023-01-10 10:00:00



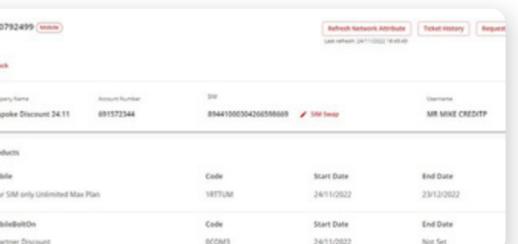
The screenshot shows a network status checker interface with a map of the United Kingdom. The map displays various locations with status indicators, though the specific details are not legible.

### Asset Management

- ✓ View and export all your customers' live connections, including re-sign and status indicators for each number's re-sign availability.
- ✓ Change tariffs effortlessly without the need for new contracts.
- ✓ Easily add and remove bolt-ons.
- ✓ Utilise additional bar and feature functionalities.
- ✓ Conduct SIM swaps and change usernames with ease.

### Billing Management

- ✓ Access comprehensive usage reports and other billing-related insights.
- ✓ Conveniently view and download invoices.



The screenshot shows a billing management interface with the following sections:

**Customer Profile:** Details for customer 07810792499, including company name, account number, and a 'SIM Swap' button.

**Products:** A table of active products:

Product	Code	Start Date	End Date
Your SIM Only Unlimited Max Plan	1877UAE	24/11/2022	29/12/2022
MobileBoltOn	8COM3	24/11/2022	Not Set
3 Partner Discount			

## SUPPORTING YOU EVERY STEP OF THE WAY

As you embark on your journey using the Cloud Market for Vodafone Business portal, rest assured that we're by your side every step of the way. To kickstart your partnership, we provide a wealth of training materials and resources designed to build your knowledge and empower you to make the most of the portal. This includes a comprehensive Cloud Market for Vodafone Business Welcome Pack containing everything you need to know. Additionally, we've created a series of training videos offering step-by-step guidance on navigating the portal and completing various job types.

Our dedicated Support and Sales teams are at your disposal, ready to assist and enhance your experience as you navigate the innovative landscape of our Cloud Market for Vodafone Business portal.



## DON'T JUST TAKE OUR WORD FOR IT...



"Mobile services represent one of the most lucrative revenue streams for comms resellers and MSPs. We are committed to ensuring that our partners can swiftly and effectively monetise these services.

Through Cloud Market for Vodafone Business, we've transformed the Vodafone partner experience by providing a robust solution that couples innovative technology with a comprehensive suite of customer management tools.

This approach streamlines the provisioning and administration of mobile services, ensuring a productive and efficient route to market for our distribution partners."

Andrew Wilford  
Managing Director - Mobile



"Putting customers first means offering the best possible experiences. Giacom's portal is built on knowing their customers and will offer a great experience that both customers and partners will benefit from."

Kathryn Platt  
Head of Indirect Business



"As a longstanding partner of Giacom, we were eager to start using the Cloud Market for Vodafone Business portal. We were excited to explore its capabilities and understand how it could enhance our current operational and sales frameworks.

Since the portal's launch, our experience has been extremely positive, significantly improving completion request timescales. This transformation has had a profound impact on the service wrap we can provide, benefitting not only our existing customers but also prospective customers we are looking to onboard."

Trusted Giacom partner

## GET READY TO TRANSFORM YOUR PARTNER EXPERIENCE

Don't miss out on the opportunity to enhance your business efficiency.  
Reach out to our mobile specialists today and discover how our revolutionary self-serve portal can transform your business.

[distribution.sales@giacom.com](mailto:distribution.sales@giacom.com)

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