

Introducing Cloud Market Tools from Giacom



Your mobile customers want more

Manual processes and inaccuracies don't make for the B2C-style transactions customers now expect.

The cost of manual inefficiency

Operational delays, human error and misbilling cost effort, time and money – jeopardising strategic business growth.

Live channels



£6.39

per contact

Self-service



£0.08

per contact

B2B companies have far lower average customer experience scores than B2C businesses – 50%

(compared to 65–85% for B2C)

Wave goodbye to inefficiency

Streamline mobile Ordering, Billing and Self-Serve processes with end-to-end automation.

Ordering: Automatic supplier provisioning with real-time oversight

Billing: Flexible, scalable, best practice processes with intuitive, web-based UI

Self-Serve: Convenient, autonomous, round-the-clock customer service

Solutions in detail



Ordering

Accurate quotes:
Pricing drawn directly
from billing system

Create orders for multiple
products/services
from multiple suppliers

Automatic mobile order
updates and precise,
direct-to-customer billing



Billing

Fully automated
CDR/SDR
imports/downloads

Reconciliation tools and
accurate, consolidated,
convenient bills for
every customer

Easily created bundles
and subscription plans



Self-Serve

Whitelabel end-customer
portal with scope to advertise
products and services

Autonomous customer

management of entire
mobile estate plus ready
access to key metrics, billing
and reporting information

Customer alerts to allow
full control of spending



One partnership

Every mobile business efficiency

..... One white-label portal,
with **native integration**

Reduced service
delivery **costs**

..... **Streamlined workflows,**
business-wide

Empowered
teams

..... Customised quotes
with pinpoint **accuracy**

Meaningful **customer**
connections

..... Improved
quality standards

Business
growth

..... **Faster**
processing times

Your partner exclusive

Next-level time and money savings

Our all-in-one software bundle offering to partners, available for a limited period only



Time to connect

Get in touch with your
Account Manager today!

Cloud Market Tools

