

## SERVICE DELIVERY TECHNOLOGY STACK

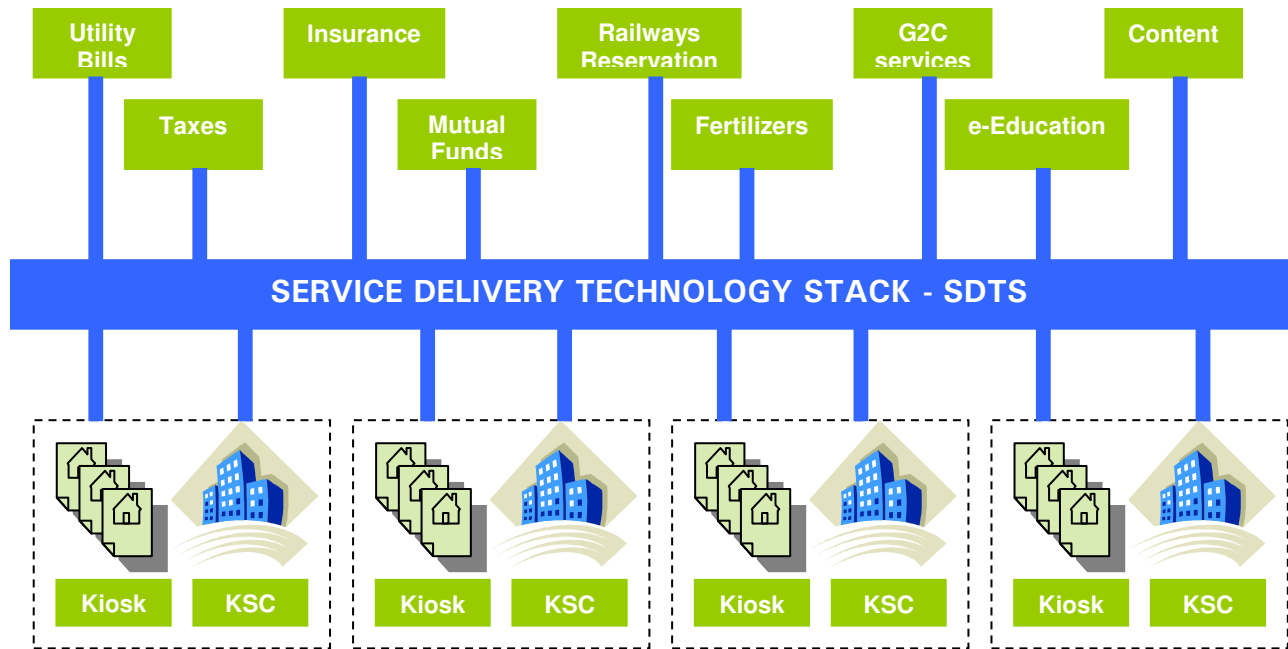


Companies want to reduce costs while enhancing their ability to reach end customers. Success depends on maintaining close, efficient relations with customers. Citizen Services Centers offer incredible opportunities for your organization as an additional Sales and Service delivery channel. eGovServices Service Delivery Technology Stack provides the full range of functions and tools that your company needs to manage operations of these CSC channel. You can monitor and support CSCs, integrate them into your internal processes, and collaborate with them to control costs and reach end customers – while setting new standards for efficiency and responsiveness.

Advances in Information and Communication Technologies (ICT) have made it possible today to provide a whole range of high-quality and cost-effective services relating to video, voice and data content through a single communication channel using appropriate terminal equipment. eGovServices is in the process of establishing a wide network of access points termed Common Services Centres, CSCs, throughout the country as outlets for services. Citizen Service Centers, CSCs in urban, semi-urban and rural areas that enable incredible opportunities to your organization to improve your interaction with citizens.

eGovServices Service Delivery Technology Stack, SDTS offers end-to-end customer-centric solutions through Citizen Service Centers, CSCs, for your organization. It integrates your entire business on a consistent and reliable platform, increases reach of your business through CSCs and introduces efficient, business processes.

eGovServices SDTS solutions for enterprises of all types and sizes include an unsurpassed range of industry-specific functionality, including support for consistent invoicing and CSC operations management. eGovServices SDTS combines service delivery solutions for your markets and helps you increase your reach to your customers with delivery mechanism through CSCs, enabling you to grow your markets and become a success story. With these solutions, you can run your business more effectively and profitably -- now and in the future.



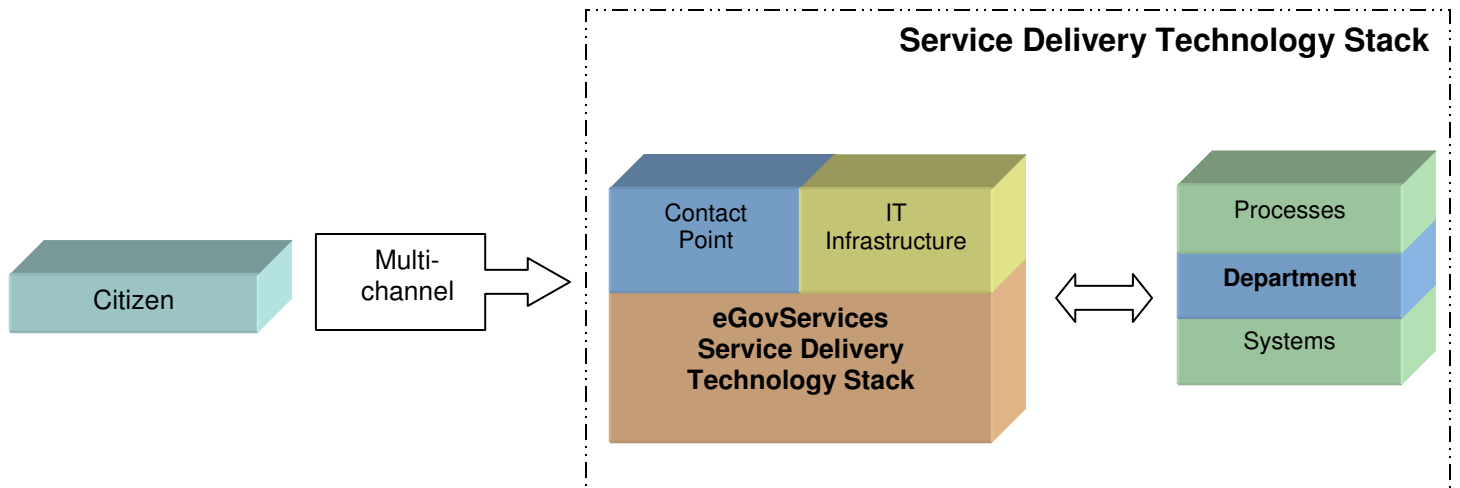
## BUSINESS PROCESSES

- **Customer service** -- Driven through additional channel for Service delivery to customers, differentiate yourself through customer service processes that allow you to improve your ability to manage service, contracts, and problems.
- **Sales and service delivery** -- An order lifecycle oriented module that supports sales and service fulfillment, from initial customer contact and negotiation to order capture and the start of the billing process.
- **CSC channel management** -- Helps you grow your Sales delivery channels, manage CSC-related processes, allowing CSCs to sell and service more effectively and increasing the profitability of your indirect sales channels.
- **Billing and invoicing** -- Driven by optimization of your billing and invoicing processes with support for reconciliation and automated mails to concerned departments which improve efficiency and enable financial monitoring of new channel
- **Customer management** -- Driven by SDTS, lets you manage customer financial data, handle customer interactions.
- **Data analytics** -- Analyze customer interactions, service requests and customer behavior to introduce complimentary processes to enhance customer satisfaction

## SALES AND SERVICE DELIVERY

eGovServices SDTS supports key processes for sales and service delivery throughout the order life cycle, including:

- **Lead customers management** -- eGovServices solutions enable efficient management of the sales cycle in a managed process, from the first customer contact to final sale. Plus, the solutions help you leverage cross-sell and up-sell opportunities.
- **Sales and order management** -- eGovServices solutions enable coordination of order flow through dealer/ other channels of your company. The solutions allow you to take full control of the order with complete visibility through all fulfillment steps, and they help reduce manual delivery processes.
- **Customer management** -- With eGovServices solutions, you can efficiently manage the entire life cycle of a customer sale deal, encompassing all related sales and services. You can access all sales and service data for a comprehensive view of the details. eGovServices solutions at CSCs enable your customers to place service change requests through various channels, including call centers or self-service -- and allow you to make requested service and contract changes easily.



## CUSTOMER SERVICE

eGovServices SDTS supports customer service processes that enable you to differentiate your company, including:

- Customer trouble management -- With eGovServices solutions, you can leverage customer trouble management capabilities at CSCs that allow customer representatives to flag any customer issues or complaints and track them as they are processed, from entry point to problem resolution. eGovServices solutions create trouble tickets in relation to service-level agreements (SLAs), and support problem analysis.
- Complaints and returns management -- eGovServices solutions support all aspects of handling returns and repairs of customer devices cost-effectively.

## INTEGRATION WITH FRONT OFFICE KIOSKS

- eGovServices SDTS' platform independent browser based interface enables the access of the solution over Front Office kiosks. Moving forward, SDTS kiosks can be deployed at different geographical locations for anytime anywhere access
- eGovServices SDTS provides comprehensive authorization and authentication mechanisms, ensuring that the right people have access to the right applications, and that authorized personnel can access all pertinent constituent data.

## CSC CHANNEL MANAGEMENT

With eGovServices SDTS, you can perform a variety of CSC-related processes from end-to-end, including:

- CSC life-cycle management -- eGovServices solutions support companies in CSC identification and profiling processes and with planning and analyzing the business conducted through this CSC-sales channel. So you can better understand CSC behavior, improve sales territory management, and more efficiently handle CSC contracts and dealer hierarchy.
- Incentive and commission management -- eGovServices solutions enables you to process and calculate business-case and variable compensation for CSCs, monitor commissions and payments and track changes via a clear audit trail. As a result, the entire CSC channel gains total visibility into earned and expected incentives and commissions.
- Forecasting and replenishment -- With eGovServices solutions, you can create detailed plans for supply and demand, distribution and transportation. The solutions can help you optimize the manufacture of bundles, such as sim cards, cellphones and accessories, and tap into a broad range of internal and external organizations to capture critical information for better decisions based on historical and point-of-sale data.



## BILLING AND INVOICING

eGovServices SDTS provides support for key processes that enable you to capitalize on invoices, including:

- Invoicing -- With eGovServices solutions, you can accommodate the CSCs in your existing billing systems with convergent invoicing capabilities. CSCs can create a single invoice that includes all products and services. eGovServices solutions allow you to easily offer cross-service discounts or bundle product offers.

## DATA ANALYTICS

eGovServices SDTS supports key processes that enable you to gain new customers and reduce churn, including:

- Product planning and prioritization -- eGovServices solutions support all activities from analyzing market data and managing new ideas through product definition and data management to the final launch.
- Churn management -- eGovServices solutions can help you analyze customer data and behavior to better understand the needs of your customers -- before they move to a competitor.
- Marketing and campaign management -- With eGovServices solutions, you can design, execute, coordinate, and monitor all of your marketing initiatives.

## KEY ADVANTAGES – CSC

- Infrastructure in terms of Land, Educated Labor, Computers, Internet connectivity
- Courier Infrastructure to every Block of whole District
- Activity Hub where every household that has an electricity connection comes to the CSC for electricity bill payments
- Market acceptance and awareness: CSCs have been operating for over an year and have widespread recognition as service delivery centers.
- Financial Infrastructure: The Financial channel comprising of routing of cash payments through banks has been in operation for over an year and not even a single default has been recorded till date..

## KEY ADVANTAGES – eGovServices SDTS

With eGovServices SDTS, you can monitor, support, and empower your CSC network – integrate them into your internal processes, and collaborate with them to control costs and reach end customers.. As a result, you can:

- Work collaboratively with CSCs to increase revenue and profits
- Increase visibility into all CSC-related business processes
- Reduce costs for CSC support and logistics through the integration and optimization of processes
- Reduce time-to-market with streamlined and integrated CSC-related processes
- Increase value to end customers by enabling and motivating CSCs to excel at marketing, selling, and servicing your products

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**Last Updated: Jan, 2006**

