



TECHNICAL BACKGROUND

The operation of the JAVA-based WebCare™ application does not require an expensive J2EE application server, it can run on standard web servers (e.g. Apache, Tomcat). In addition, WebCare™ can also be easily installed on a variety of application-server environments to produce a scalable and high-capacity business portal. WebCare™ database is regularly refreshed with data from the back-end system according to pre-defined service profiles.

PARTNERS USING THE WebCare™ SYSTEM

Emitel Távközlési Zrt.
Fibernet Kommunikációs Zrt.
Actel Zrt.
Mikroháló Távközlési Szolgáltató Kft.
MediaTel SA - Poland

EUROMACC KFT. IS A MEMBER OF THE AMERICAN HUNTEL SYSTEMS GROUP ESTABLISHED IN 1912. BASED ON THE BILLING EXPERIENCE OF ITS AMERICAN PARENT COMPANY, EUROMACC KFT. HAS DEVELOPED A SUCCESSFUL RANGE OF BUSINESS SUPPORT, BILLING AND CUSTOMER RELATIONSHIP MANAGEMENT SOLUTIONS, AS WELL AS A VARIETY OF OTHER COMPREHENSIVE PRODUCTS AVAILABLE AS OUTSOURCED SERVICES.

Web-based two-way client communication
Unified information display
Optimized resource usage 24-hour customer care

WebCare™ provides an effective business communications channel between a company and its partners and customers. Companies can deliver information on the status of services and also on contract-related details (e.g. itemized invoices, transactions) through WebCare. **Partners are also able to send their requests and offers** on the same easy-to-use communications portal. WebCare™ content is automatically refreshed from back-end databases, ensuring the system always displays current information.



WEB. KEEP IN TOUCH.

WEB-BASED BUSINESS COMMUNICATIONS
PORTAL THAT MAY BE INTEGRATED WITH THE
COMPANY SYSTEMS





WebCare™

Customer relationships have many elements that can be standardized and sometimes automated. Customers may **receive information** about the following: **Services**, details of their own contracts and payment obligations. In addition, they can **order new services**, or even file a complaint. WebCare™ is a **business communications portal** where customers can access tailored information and initiate business steps. The business communications portal is **integrated with back-end databases and the company's Operation Support System (OSS)** ensuring it always presents current information on the web. Data and information access can be limited according to customer profiles. WebCare™'s **communications** with back-end systems are **bi-directional**, thus requests and orders initiated by customers are transferred into the OSS immediately. If authorized automatically, the modification of contract content can be realized without delay. Through WebCare, customers can have immediate access to services leading to a **direct increase in sales revenue** and improved **customer satisfaction**. This type of sales activity needs minimal resources, reducing sales costs considerably for the provider company.

Who should choose WebCare™?

WebCare™ is especially useful for companies with a large number of clients, and where major aspects of customer support can be automatated (such as the delivery of information or the modification of standardized contracts). WebCare™ is a business communications portal containing **content automatically refreshed** from back-end systems.

WebCare™ handles various data sources, displaying data obtained from heterogeneous IT-environments in a unified format on a single system.

How can WebCare™ be connected to your company's existing IT-systems?

WebCare™ is a platform-independent solution that can run on all widespread operating systems and **links quickly and easily to leading databases**. Due to its modular structure, the portal system **may be extended** to meet future needs of your company resulting from changes in your business environment (e.g. expansion of capacity or functionality).

WebCare™ provides a **two-way data connection to back-end systems** and displays information securely based on sophisticated authorization procedures.

THE CORE FUNCTIONALITY OF WebCare™

Contract management

Customers can modify the content of contracts and agree contracts online, as well as ordering products and services and modifying service packages.

Complaint management

By using the "complaint management" function, customers can electronically file a complaint related to invoices, services, or any other issues.

Payment management

WebCare™ can handle numerous payment methods, such as pre- and post-payments. Due to the two-way nature of communication, customers can initiate payments or transfers directly through the portal and even pay by credit card.

Setup according to the providers' requirements

WebCare™ can be set up based on defined authorization lists. Various rights are assigned to users or groups, which effect the functions available to them and the appearance and content of the pages/portlets they can view.

Marketing support

Providers can realize their marketing goals through WebCare. It is an ideal tool for marketing: analysis of customer behavior, segmented management of target groups and push marketing strategies are all supported.

Development of a unified internal information system

WebCare™ can serve as the basis for an internal information system as it displays data arriving from different sources in a unified format. Its powerful capabilities regarding user and access management make WebCare™ extremely suitable for management or executive information systems.

BUSINESS BENEFITS OF USING WebCare™

EXECUTIVE BENEFITS

- Direct increase in orders;
- Increased customer satisfaction;
- Reduced customer relationship management costs.

MARKETING BENEFITS

- The portal collects analyzable data on customer behavior;
- Marketing campaigns can be targeted to individual user groups.

IT MANAGEMENT BENEFITS

- WebCare™ combines well with other business applications;
- All leading databases can provide source data;
- Real-time information-transfer: Instant download, upload and sharing;
- WebCare™ guarantees high availability.

