

Industry: Telecommunications

Country/Region: Ontario, Canada

Business Needs: Design and deliver web portal for corporate customers

IT Issues: Solution Development

CHALLENGE:

Our client needed to provide their corporate customers with an online web portal for purchases, repairs, feature/services adjustments, etc. Our client reported a drop in their corporate customer's satisfaction, and it was beginning to affect their churn rate. The purpose of the new web portal is to provide "on-demand" service and help for all corporate customers.

SOLUTION:

NTG designed, developed, implemented, and supported a web based customer portal for the clients' corporate customers. The new portal featured online ordering system, trouble ticket management system, product/service catalogue, as well as allowing the customer to manage, update, add, or cancel services at any time.

SERVICES PROVIDED:

NTG was able to support the client via its Solution Development services and produce a web portal dedicated to their corporate clients.

BENEFIT TO THE CUSTOMER:

Our client was very pleased with the web portal for their corporate customers as it enhanced the services provided to their corporate customers, as well as reduced the total number of calls placed to our clients' call centers.