Cincom Helps Communications Providers Strengthen Customer Loyalty

"Cincom has a demonstrated track record of expertise in providing customer communication solutions."

Doculabs

In the ultra-competitive and fast-paced world of communication products and services, generating new business may be enough to "survive," but in order to really thrive, companies must also maintain the highest levels of customer loyalty. To do so, communications organizations need solutions that are consistently in sync with the changing needs, wants, and expectations of their customer: the consumer.

Since 1968, Cincom has consistently captured knowledge that dramatically reduces costs and improves operational efficiency – before, during, and after the sale. Cincom software enables simple and fast retrieval of information, which translates into exceptionally high levels of customer satisfaction and loyalty.

For example:

e-TV – Television Broadcasting Call Center

- Cincom has enabled e-TV to understand more about their viewers.
- Agents can easily navigate and access the information they need.
- Staff can now generate either full or summary reports to track customer history.
- Revenue is being generated at a steadily growing pace.

Federal Express – Package Delivery Company

- Cincom significantly improved FedEx's enterprise system performance, flexibility, and efficiency.
- The shipping department now knows exactly which units are ready to ship and when, which greatly reduces shipping costs.
- FedEx now has the ability to effectively respond to its changing business requirements.

Ericsson Radio Systems – Manufacturer of Cellular Telecommunications Devices

- Prior to Cincom, Ericsson was holding stock for almost a month. Now they're down to 15 days and aiming for six.
- The shipping department now knows exactly which units are ready to ship and when, which greatly reduces shipping costs.
- People were able to be re-assigned to different areas for more efficient use of personnel.
- Ericsson's operation is running much more smoothly.

Cincom Communications Clients Include:

eFinNet

FedEx

MCI WORLDCOM

EDS

frontier
A Citizens Communications Company

ERICSSON

e

WebTone TECHNOLOGIES
Where Company & Customer Connect

About Cincom

Cincom's software and solutions simplify data access, integration, and analytics; process automation; complex manufacturing operations; and customer communications. Cincom has delivered high value, low risk, and proven ROI to thousands of organizations worldwide for over 35 years.

Contact us for a free initial ROI analysis. Call 1-800-2CINCOM for more information, or visit us at: www.cincom.com.

CINCOM
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For local international offices, go to: www.cincom.com/international

"For Federal Express, determining the status of a given package when there are literally millions of shipments to sort through is an intense process. The solution is to distribute the data and turn the enterprise network into an intelligent information system."

Tom Rampenthal, Cincom

"This system lets us see exactly which parts we need each day, and that's a big improvement. It lets us see an overview picture of our customer orders. Without this system, we would have to go into our old order system for each order, cross-referencing a number of different spreadsheets. This is a very simple system in my view."

Peter Bryngelsson, Ericsson Radio Systems

"(Cincom's) system has enabled us to understand more about our viewers, which has proved invaluable for strategic planning."

Wandile Zote, Head of Corporate Affairs for e-TV