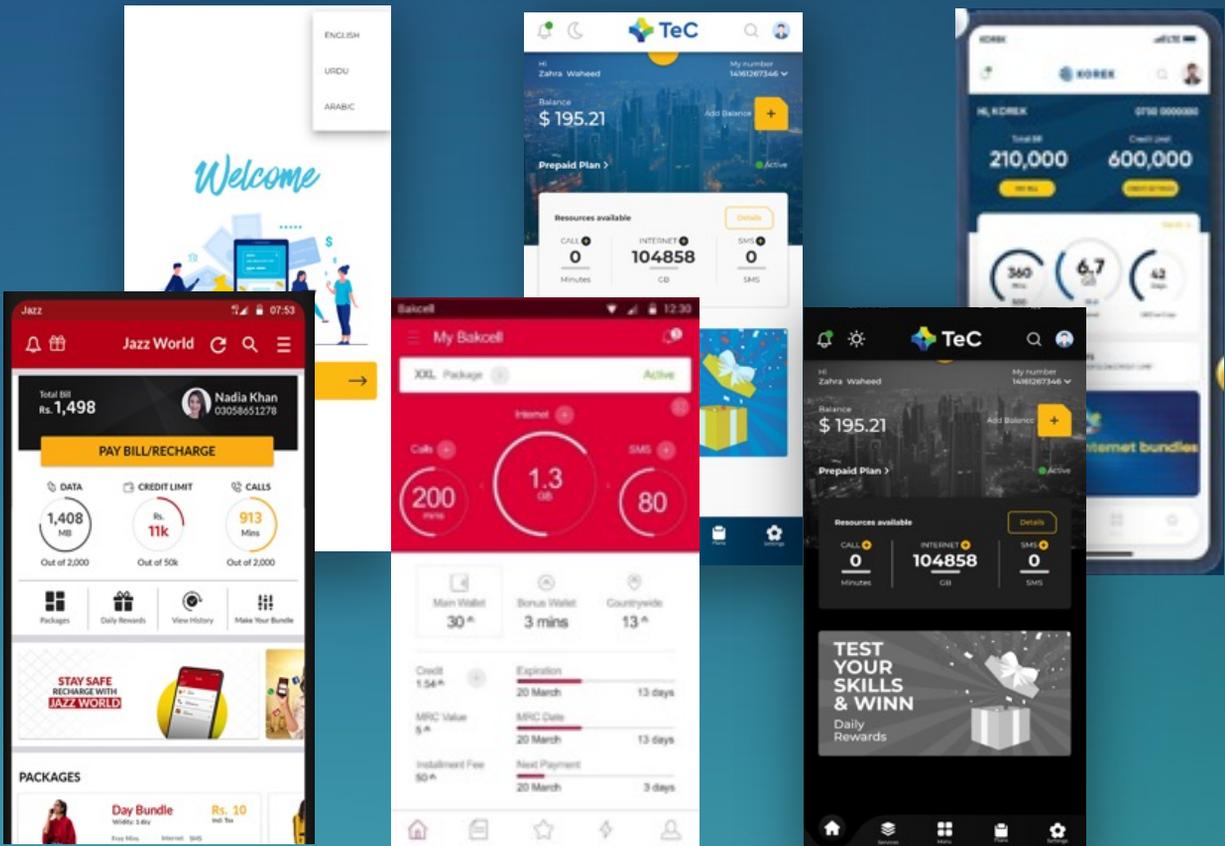


# Digital Self-Care

## TeC - Digital Enablement Platform

100+ self-care use cases out of the box for Telco B2C, B2B and E-commerce



## Empowering over 100 Million Telecom Customers

TeC is more than a platform; it's a pre-built Digital Engagement Platform meticulously designed to seamlessly integrate with your existing BSS infrastructure. With its arsenal of ready-to-roll processes and use cases, TeC propels your journey toward digitalization with unmatched speed and efficiency.

Operationalizing through a fully digital model, TeC harnesses the power of digital channels for sales, customer service, and information dissemination across B2B, B2C, and e-commerce domains.

Crafted with the end-user in mind, TeC eradicates the need for cumbersome system integration projects. We understand that time is of the essence, which is why our Digital Engagement Platform seamlessly brings to life the digital customer experience. From customer management to revenue optimization, policy control to charging, enterprise product cataloging to service orchestration, and analytics-driven service assurance, TeC offers a comprehensive suite of solutions within one seamlessly integrated package.

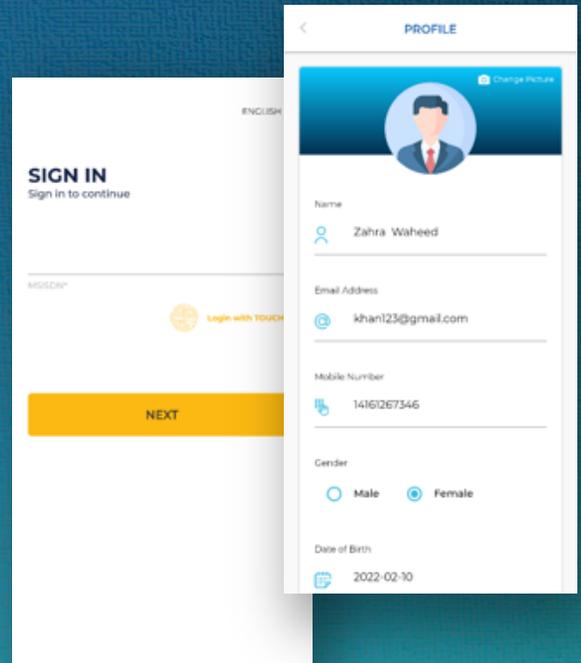
Furthermore, we recognize the value of your existing BSS and CRM systems. Instead of asking you to undergo disruptive replacements, TeC harmoniously integrates into your current ecosystem, ensuring a smooth transition and uninterrupted operations.

Our platform comes with ready-to-use Digital front ends as IOS and Android Apps, as well as rich Web interfaces. Furthermore, our services are exposed using standards-compliant APIs, enabling easy integration of any other front channels, third parties and partners. Our ready-to-roll-out pre-built processes and industry-specific use cases (following TMforum Framework and TMF Open APIs) substantially reduce the time and implementation effort for Digital Telcos.

Built on micro-services, cloud-ready for both public and private clouds, TeC includes the following features for a true digital experience.

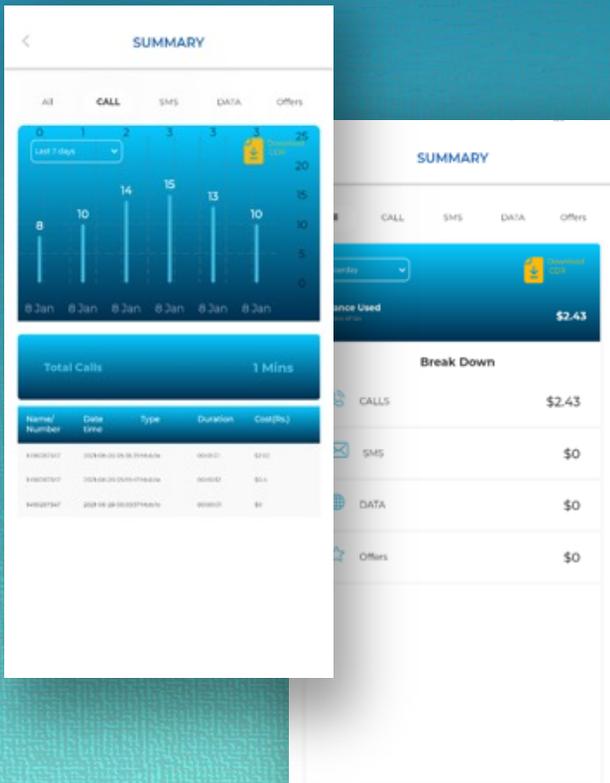
## Join

- Getting onboard with digital assets. Focused on Efficient Signup, Digital Onboarding, Secure Log-in, Regulation agreements, Face/Touch ID, Tips and Tours of the assets and Promotional placeholders
- Targeted push notifications to individual users or customer segments. Content varying from Rich media promotions to Consumption alerts. Targeting from customer segments to geographical regions



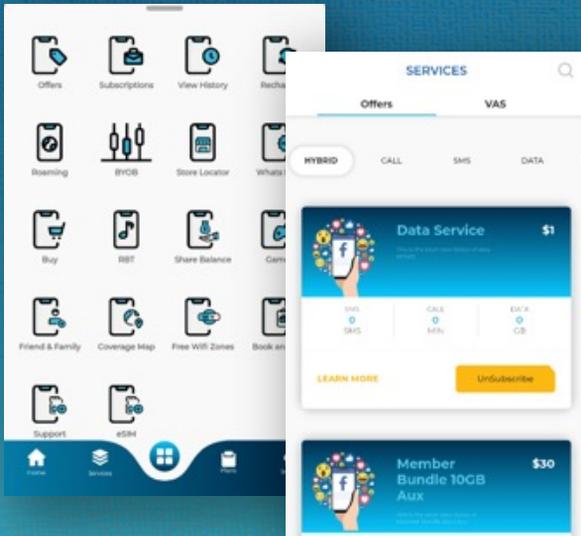
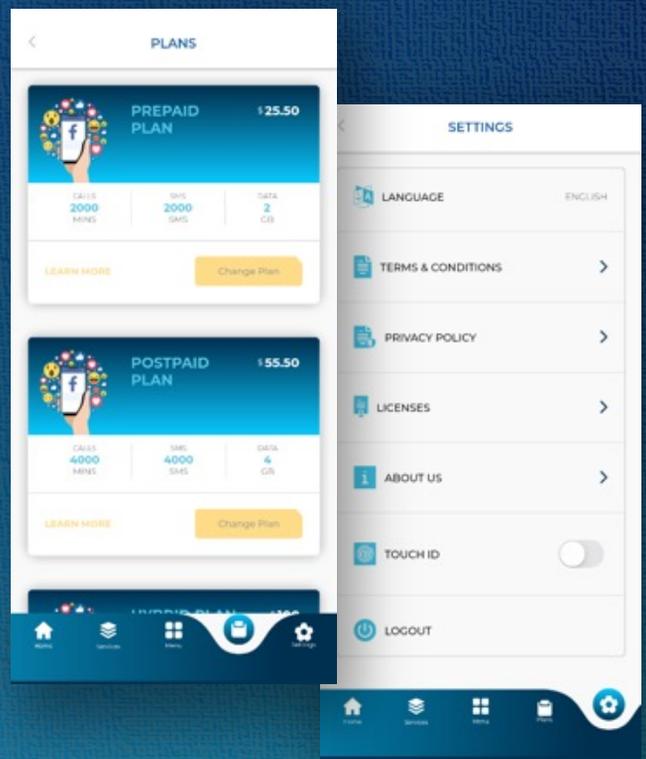
## Use

- Access key information through customized dashboards based on customer type. Clutter free designs and ease of access through (max) 3 level fluent navigation.
- Retrieve all the Actions performed through any digital channel from your Account. Payments, Subscriptions, Logs, Usage breakdowns and gifts with effective filters and search options.
- Implementing powerful tools Analytics, diagnostic, propagation and Customer insights. Analyzing data and evolving continuously



## Modify

- Getting more out of existing customers through subscriptions, recommendations, suggestions and loyalty points through E-care. Getting more users onboard through social media propagation and gifts
- Support for other applications like OTT or content delivery apps within the digital asset. Modular development allowing more features to be built on top.
- Self-care Enabling un-subscribing, log-out, switching number, App delete. Tracking the time reasons behind abort actions
- Integrations with local payment gateways enabling payments through credit card/debit card, recharge through vouchers and e vouchers, Promotional coupons and vouchers for discounts



## Care

- Elaborate Help & Support Sections that off loads legacy support processes. Troubleshooting, FAQs, Chat-bots, AI for care, Extensive Complaint Handling, Live Chat and to reduce operations expense.

## More Features

### Services

### Use Cases

#### E-Care

- Support various types of accounts (B2B,B2C,prepaid,postpaid,hybrid,MBB, Fixed line, Broadband)
- Accounts overview dashboard Landing Page
- Associated MSISDNs
- Loyalty Points
- Bill Summary
- Subscription Details
- List Available Service Details
- Usage History
- Roaming Services
- List VAS Subscription Details
- Friends And Family Numbers
- Graphical Usage History
- View PUK/PIN Code
- Instalments
- Widgets
- Voucher Card Recharge
- E-Voucher Recharge
- Credit Card Recharge
- Get Loan
- Balance Transfer
- Share internet bundle
- Tokenization for Payments
- Scheduling of Payments
- Loyalty management
- Gamification
- Mini-Apps Support

#### Ecommerce

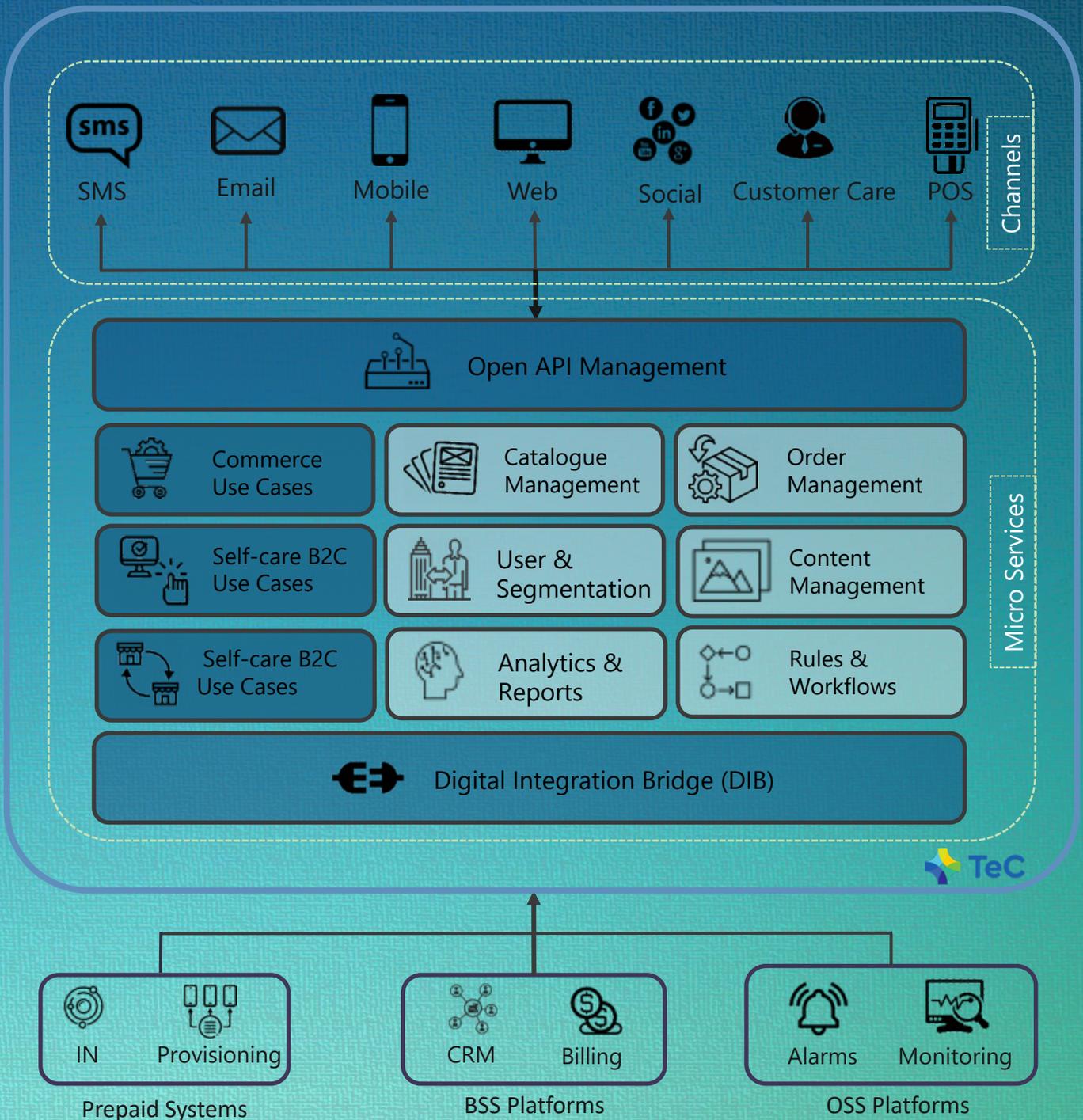
- Purchase Product Offerings
- Customized Bundles
- Pre-Order
- Order Back
- Wish List
- Currency Handling
- Redeem Gift Voucher Card/Promo Code
- Payment Methods
- Share In
- Cashback
- Subsidy Instalments
- Split Payment
- Add Multiple Items to Cart
- Registration & Participation for Auction
- Buy Gift Card
- Delivery Methods
- Delivery Speed
- Track Order
- Refund Order
- Share Purchase on Social Media

# Architecture

TeC adopts a Micro Services Architecture (MSA) approach, offering a robust foundation with a comprehensive suite of services tailored for diverse use cases. Designed with flexibility and scalability in mind, TeC provides a base set of services covering common scenarios, along with versatile generic services to empower your digital enablement platform.

It comes with a built-in Content Management System (CMS) to manage digital content directly, a Product Catalog to easy build new products or sync with your products in BSS/CRM, Shopping Carts for the e-commerce experience, and full support for pre-paid and post-paid e-Care use cases.

Following is a high-level Architecture showing how TeC is integrated with a Telecoms existing systems



Moreover, TeC's integration layer, powered by the Digital Integration Bridge (DIB), empowers you to orchestrate workflows seamlessly across multiple systems and datasets. Whether integrating with existing middleware or provisioning solutions,

DIB offers unparalleled flexibility and ease of integration. This simplifies integration with various core telco systems through the DIB interface, boasting pre-built integration accelerators for leading solutions such as Ericsson Charging System, Ericsson CBIO/BSCS, Huawei CBS, Huawei NGBSS, Optiva BSS, and any TMF compliant BSS. These accelerators significantly reduce project delivery timelines, enabling rapid deployment and time-to-market.

TeC supports a wide array of communication protocols including SOAP, RESTful, Kafka, JMS, FTP, Email, SMPP, XML RPC, MML, and provides adaptors for various network elements, ensuring seamless activation and provisioning across diverse network environments.

## Flexible Deployment

TeC offers unparalleled deployment flexibility, leveraging containerized TeC micro-services that seamlessly adapt to any environment, be it public, private cloud, virtualized or bare metal platforms, tailored precisely to meet the unique needs of our customers.

Key deployment features include:

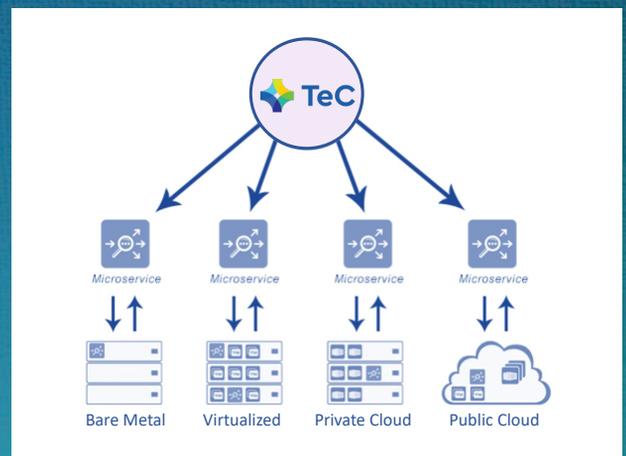
**Containerization:** TeC micro-services are containerized, ensuring effortless deployment and scalability across diverse infrastructures.

**Kubernetes Orchestration:** TeC leverages the Kubernetes stack for container orchestration, harnessing the power of popular tools within the Kubernetes ecosystem for streamlined management and optimization.

For public cloud deployments, TeC is fully compatible with major providers such as Amazon AWS and Google GCP, with the capability to extend support to other public clouds upon request.

For private cloud environments, TeC seamlessly integrates with platforms like Red Hat OpenShift and Canonical Ubuntu Kubernetes, empowering organizations to harness the benefits of TeC within their existing infrastructure.

Moreover, TeC facilitates deployment within existing cloud environments, enabling smooth integration by deploying TeC's containers or VMs into the customer's preferred infrastructure setup.



## KEY BENEFITS

- Omni-channel experience: Deliver personalized, differentiated experiences across all device types; truly native experiences on mobile and tablet, solution that works on desktop web browsers, with the option to extend support to other operating systems and devices.
- Rapid time-to-market: Stay ahead of the competition with accelerated delivery cycles, to implement continuous enhancements.
- TMF and standards based: We do not replace your BSS or CRM but integrate with it as your digital platform for agility and speed.
- Micro Services and API driven platform that runs on private and public clouds.
- Customer Interfaces: Digital acquisition, Digital supply chain transformation, Dynamic pricing, MNP Integration, Digital marketing, Brand monitoring, Data analytics
- Products and Services: Product experience engineering, Digital simulation tools, automated feedback, Digitize product life cycle management, Digitized demand assessment, Digitized product catalogue
- Integrations: Mobile self-service and account management across platforms, Technology stacks and system configurations for integrated systems, integrated billing system, Customer care systems integrations
- Reporting: Digital technology road map, Mobility solutions for Enterprise, Digital architecture for future Telco, Analytics and insights, complex customer interactions analysis, Digital diagnostics tools, Social listening
- Integration and extensibility: Flexible solution that allows Telcos to constantly innovate, instead of having to rely on the backend vendors' roadmaps.
- Enterprise grade security: Based on industry best practices for app development and advanced security features to safeguard data.

## ABOUT EVAMP & SAANGA

Evamp & Saanga is a leading developer of Telecom and Fintech Self-Care B2C and B2B Solutions. The company was established in 2001, with a focus towards design and development of innovative solutions for this converging market of Web, Mobile and Telecoms

At Evamp & Saanga, we strive to lead customers into the world of Digital transformation – taking traditional businesses processes and latest digital technologies to enhance customer interaction through automation and user experience design. Our focus has been in developing Omni-channel interactive media for web and mobile, with leading design principles of the web and mobile combined with leading edge software technologies.

We help companies make their digital presence - websites, e-care, online stores, Apps, API services, developer portals and integrations more competitive by providing the best tools combined with our transformation processes and know-how. Our design methodology includes an in-depth analysis of the business and technical requirements, understanding the target audience and how to approach the digital eco-system.

For more information visit - <http://www.evampsaanga.com>  
For Sales Inquiries email - [info@evampsaanga.com](mailto:info@evampsaanga.com)

**Evamp & Saanga**