

BUSINESS VALUE LANDSCAPE

for Network Services

Powered By **hublsoft**[™]
human first technology

Build & Scale Your **Customer Value Experience**

“No other technology supports dynamic customer interactions in quite the same way. It provides instant answers, consistently and at scale across our customer base. This drives massive efficiencies into the value messaging process.”

Global Network Service Provider

Establish sustained customer value partnerships by layering Hublsoft technology across your existing services.

Supporting the full breadth of network services operations, a suite of out of the box use cases can be tailored to any delivery or managed services environment. These range from hardware and software optimization, evidencing the progress and business value of change, and reducing network disruption.

Proven to significantly accelerate time to results, for both the top and bottom line. On one hand, protect and grow your business by optimizing the end-to-end customer value experience; whilst at the same time optimising your own operations to improve productivity and margin.



Revenue Protection & Growth

By harnessing the operational data you already have, Hublsoft crystallizes what shared value means, enables you to embed it into the DNA of your entire customer life-cycle, and use as a vehicle to elevate the level of relationship and commercial growth, at scale.

- Quantify and benchmark the business impact of your services, such as ticket reduction or software compliance improvements.
- Embed value diagnostics and storytelling capabilities across all levels of interaction, to articulate how what you do contributes to your customer's business.
- Clearly evidence all value, to create mutual trust and strengthened commercial partnerships.
- Technology-enabled, so deployable rapidly and at scale.

100%
rate of renewal of
services when
using Hublsoft

17%
additional revenue
generated from
recommendations

28%
improvement
in customer
satisfaction



73%

productivity savings
with customer
meeting preparation
and automations

20%

reduction in
unplanned work

30%

improvement in
both hardware and
software compliance

Savings & Optimization

Whilst building a new value experience with your customer, the same solution will enable a shift in how your service delivery itself can be continuously optimized. Whether project-based or managed services, the simplicity of Hublsoft ensures data is accessible, immediate and understandable by all who need it. Meaning, it can drive a series of internally focused outcomes:

- Target and reduce costly unplanned work.
- Accelerate time to value - live exploration, discovery and analytics deliver instant insights – ask any question of your data, any time.
- Automate & improve all operational & business level reporting.
- Embed a model of Closed Loop Optimization, i.e. continuously surfacing recommendations, implementing change and evidencing the impact in real-time.

Decision Intelligence

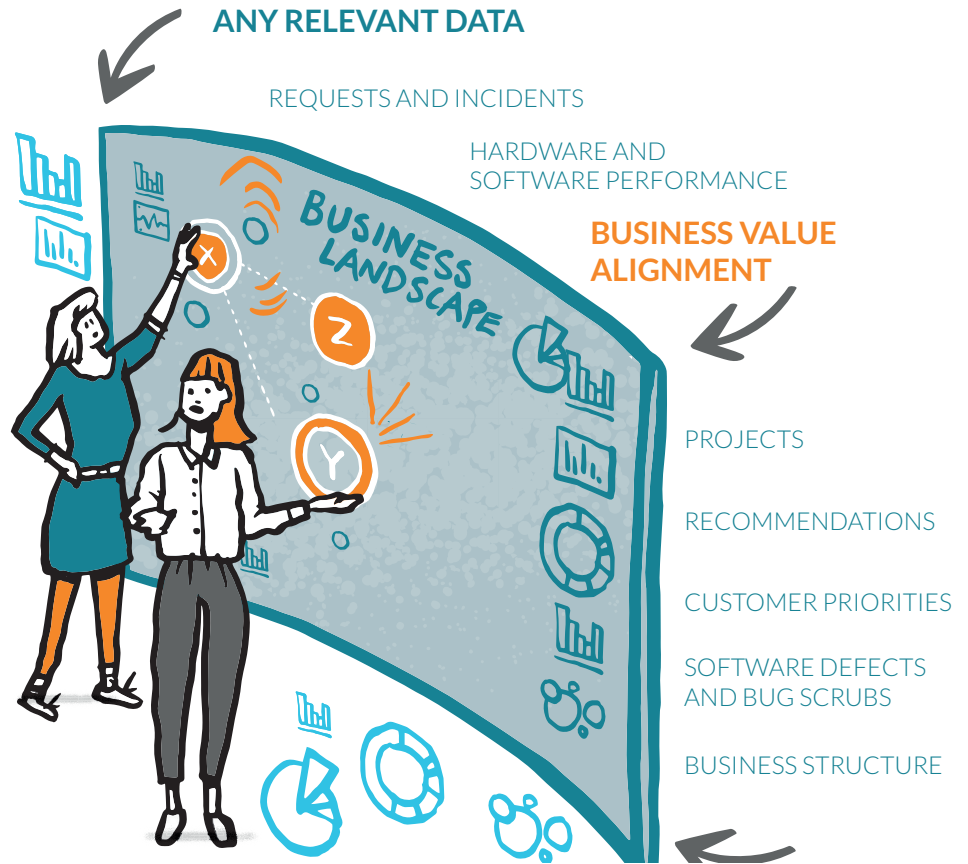
Seamlessly integrate Hublsoft into your existing suite of offerings.

A full-stack technology platform that can connect with any source system, to pull in the data you need to augment the value journey.

What's different?

You can put that data into meaningful business context, and then exploit it through an immersive hands-on experience.

Deployed at the heart of the client relationship, Hublsoft revolutionizes the way value is managed, transforming the way you win, retain, and grow customers, whilst optimizing your service delivery.



Discover More

For more examples, information or an interactive demonstration, get in touch today on:

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