



Our Services

Call Center Support

A scalable Tech Support for wireless data industry

NON Voice Support

No queues and hold time. 24x7 Online chat support for data customer

Field Support

Reaching out to your customers. Hand holding them to overcome service issues.

gizmoSUPPORT

Maximize data services usage and enhance penetration

The Challenge

As telecom companies strive to increase the footprint of their data services, the most common challenge facing them is the ability to sell customized products based on intelligent profiling of customers. Not being able to do so is a huge drain on resources and profitability as poor profiling leads to poor conversion rates as well as customer dissatisfaction. The other challenge lies in introducing new data products and updating the customer support staff on a regular basis.

The Solution

Gizmosupport offers a BI engine based platform and service which helps in profiling customers based on age, gender, profession, mobile device usage patterns (device pattern, download pattern, services pattern and usage pattern). Gizmosupport is capable of suggesting suitable products based on profile of the customer, thereby helping mobile operators and service providers increase revenue, enhance customer satisfaction and reduce churn.

Customer Acquisition

Gizmosupport team, with backend and CRM technologies can help you reach New and existing customer base to try and adopt Data Service products, thus enhance data service penetration and maximize Revenues.

- Profile based classification offers customized products
- Generates acceptance and enhanced usage among subscribers
- Increase in Revenue
- Customer Satisfaction



Up-sell & Cross-sell services

Our Up-sell & cross-sell services identifies current usage patterns of the existing data customers and gives an intelligent analysis of other data products that are

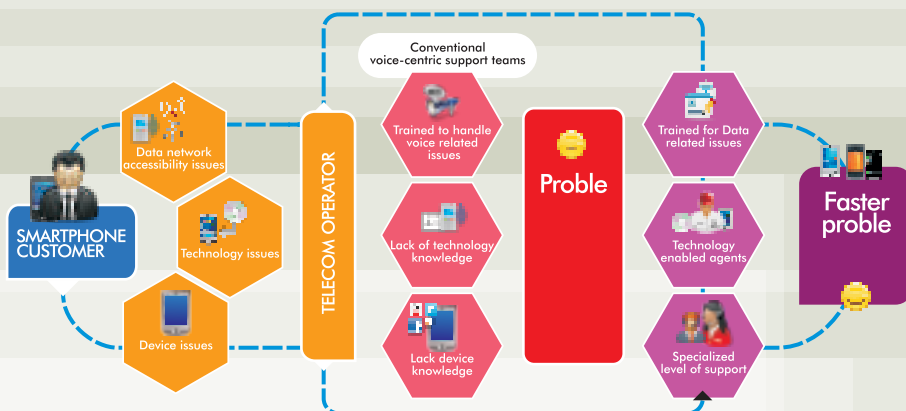
likely to interest the customer, thereby enhancing adoption of data services.

- Data service usage profiling of customer base to get an accurate Picture
- Intelligent data product pitching
- increases chances of activation and adoption
- Better customer satisfaction
- Increase in revenue

Churn Management Services

Subscriber churn is a consistent source of trouble for telecom operators. The churn could be due to dissatisfaction in the services or a lack of awareness about services and products or due to an inability to use those services. Our Churn Management services offer:

- Identifying the predictive Churn
- Identifying a solution to the problem of predictive Churn
- Welcome Calls to new added subscriber base to reduce churn
- Identifying reasons for churn by calling subscriber who have discontinued service usage after few days



Handhold end users of mobile data services through technical hurdles

The Challenge

Where once mobile data was expected to rescue operators from declining voice revenues, the industry is seeing price wars in order to retain and win customers, leading to lower margins and reduced investments.

The vicious circle which these data price wars has created, can only be addressed by adopting an operational model focused on the customer experience of data services, rather than the current model which focuses only on network-and voice-centric operational issues.

Our Solutions

Gizmosupport offers Voice, Chat and field support solution to address the challenges you face on the customer support front, helping you transition from 'Customer Support' to 'Customer delight'.

Our support centers use Nortel and Cisco based technology platforms and employ best-in-class practices support customer requests on the first attempt thereby reducing operating cost and also making it easier on the already-irritated customer.

Technical Support

With over 150,000 calls handled and resolved every day, our knowledge base of customer pain-points and the correct resolution helps us offer the best-in-class service for technology support.

- Scalable technology support proposition for wireless data industry
- Level 1 as well as Level 2 support services for internal escalation desks.
- Technology enabled agents to minimize customer frustration.
- A Specialized Level of support to ensure customer delight.

Blackberry Support Services

Gizmosupport provides end to end BlackBerry Support and standardize, innovate and propose optimal solutions depending upon the client requirements. At Gizmosupport, we ensure strong leverage on best practices and processes for the service delivery.

BlackBerry Enterprise Server Engineers are responsible for BES Installations, troubleshooting server issues, health checkups for corporate clients.