

# Customer Service Management

Provide an efficient E-Commerce vis-a-vis

## Introduction

A Customer Service Management platform includes a suite of applications that relates to a customer-centric experience. Through this portal, the customer can have a full visibility, manage and customize both services and data according to the particularities of his business needs.

## Solution Packages

Axelar's Customer Service Management portal is a homogeneous single point of entry that gives access to a completely centralized user- applications platform. Aligning its information technology services with the needs of the customers, Axelar offers a suite based on the following components:

### Support & Help Desk

### Store front

### E-billing

### Self Service Portal

Axelar's self-service portal provides a convenient and multi-disciplinary customer service solution that is available in two editions

**Standard** Manage customers, orders and portal via the Standard Edition of the Customer Service Management provided through an all in one interface.

**Enterprise Benefit** with an evolved solution provided with best tools and improved to deliver the best customer service. The Customer Service Management enterprise Edition is the most to have, to take full advantage of your Cloud Automation platform.

## Solution DATASHEET

	Standard Edition	Enterprise Edition
Self Service Portal	Basic	Enterprise
E billing	Basic	Enterprise
Storefront	Basic	Enterprise
Support & Help Desk	Basic	Enterprise

## Component Overview

Each of the above components provides significant value to the overall solution. The following sections provide additional details concerning each. Section titles are followed by the code for which suite that component is included in (E = Enterprise, S = Standard).

Axelar's Infrastructure solution enables companies to start their cloud project using the latest virtualization tools which enable them to define elastic resources allocation

## Component Overview

Self Service Portal  
E billing  
Storefront  
Support & Help Desk

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Solution DATASHEET

## Self-service Portal

Axelar's self-service portal enables users to get insight on their consummating behavior, have visibility on their billing information, perform high-value transactions, from simple account updates to paying bills, make orders, logging and tracking support tickets, and modify their current services configurations (modify/activate/cancel subscriptions/terminate services).

### Key Features

- **Real-time access:** Instant access to private data as orders, invoices, and payments status.
- **Secure Single Sign On:** Content and applications access in one place, as all different systems are pulled together and made available through one secure login, SSO.
- **Advanced Personalization:** Content, functionality, and features specification according to the user's activities and self-defined profile attributes.
- **Flexibility of Administration:** A hierarchy of functionalities for the customer to configure his products according to his needs.



### Benefits

- Simplified consumer's self-service experience
- Particular preferences and needs are customized
- A successful customer stickiness solution

## Professional Services

### Implementation services

Axelar's Implementation Services is your trusted partner for planning, deploying, integrating and optimizing your Axelar's Cloud solution.

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## E-billing

Axelar's E-Billing solution is an advanced, secure, and reliable application that helps customers to get not only a view on purchased services but also help them identify elementary costs (i.e. costs related to a specific configuration). Hence, the solution embeds analytical dashboards and reports intended to be used by customers.

## Key Features

- **View and analyze invoices:** Customer has a full visibility on his invoices and their relating details
- **Multiple payments Management:** Customer can manage multiple payment vehicles
- **View account details online:** Customer can easily find relevant information and act on it quickly
- **View billing history:** Customer can thoroughly view his billing history through reports
- **Robust Analytics & Reporting:** Contain costs with account & cost center based reporting; budget, spend and usage analysis

## Solution DATASHEET



## Benefits

- Efficient online billing service
- Improved customer loyalty
- Reduced operational costs

## Professional Services

### Accelerate Diagnostic Services

Successful virtualization and ITaaS initiatives require a thorough understanding of the changes needed to sustain and maintain your new environment.

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## Storefront

Axelar Customer Storefront is the application where a customer would visit and buy products. It offers products listing, shopping cart and payment processing functionalities.

Axelar customer storefront gives customers access to information and order capabilities 24 hours a day, seven days a week.

## KeyFeatures

- **Flexible Storefront Design:** A straightforward, online shopping experience to customers and intuitive navigating function.
- **Ordering:** An intuitive interface for a simple purchasing process.
- **Catalog:** Real-time access to inventory
- **Full visibility on sales activity:** Customer is accurately updated about pricing, rating, billing, and invoicing details

## Solution DATASHEET



## Benefits

- Simple Operation
- Service availability
- Full access to account information

## Professional Services

### Certification

Provide tangible evidence of your in-depth knowledge by becoming certified as a Cloud services expert. By validating your expertise, certification helps advance your career.

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## Support & Help Desk

Axelar solution guarantees a superior service delivery to the customer and a fundamental solution for IT service management organizations.

Axelar support and helpdesk Solution enables Cloud Brokers and Service providers to handle their customer's service requests through the Help Desk application. It also enables Cloud Brokers and Service Providers to manage their own IT Service Management. In other words, Axelar Help Desk solution makes communication with clients easier and more transparent by automatically routing customer requests to the adequate service team.

### KeyFeatures

- **Knowledge base:** A knowledge base for frequently asked questions.
- **Ticket Management:** A powerful system that manages and supports the help desk processes from the beginning to resolution.
- **Automatic request monitoring:** A highly available support service.
- **Simple and easy to use:** Customer launches a ticket about his and the support group answers immediately.
- **Self-service capabilities:** advanced research capabilities to ensure useful results based on plain or "natural" user words.

## Solution DATASHEET



### Benefits

- Increase customer satisfaction
- Improved service agent efficiency
- Easy integration
- Increase business impact
- Lower IT costs
- Improve Quality of Service

## Professional Services

### Accelerate Strategy Services

Let our experts work with your stakeholders, IT teams and lines of business to develop a comprehensive strategy, roadmap and pragmatic action plan for your enterprise IT.

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**Solution DATASHEET**

## Conclusion

Axelaris offers a range of software that specializes in the way information; process rules and logic are collected, framed within an organized taxonomy, and accessed through a central self-service based platform. Aligning business objectives and priorities with IT from strategy through to operations, Axelaris Customer Service Management Suite ensures the delivery of end-to-end services using best practice process models.



## Contact AXELARIS today

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