



## **SMS, Billing & CRM for Cable TV**

*SMS, Billing & CRM solution for  
Managing Subscribers, Billing,  
Collection, Complaints and More.....*

# About UNICABLE



“In the ever competitive marketplace of today, the customer is undoubtedly the king and customer relationship management techniques have emerged as the keys to surefire success. The basic purpose of incorporating UNICable in a business is to manage customer interactions effectively and synchronize business related requirement by cogent management of customer related data.”

A very Unique and Comprehensive web-based Customer management software which helps your business to manage subscribers across the globe in a single platform, UNICable provides a complete 360 Degree view of Subscribers details, easy to use, yet a robust and powerful application to automate your business with the latest features. UNICable can be very easily integrated with Conditional Access System (CAS).

UNICable helps a company to recognize the value of their customers, it improves relations with customers and provides a platform to understand customers needs and focus on their needs In a better way. UNICable helps Customer service and management to cope up with customer concerns and issues. Business owners and management can have a 360 Degree view of Customers database in terms of Billing, Collection, Complaints, Feedbacks, suggestions, Support Ticket status and Sales performance of the sales team.

# Why UNICABLE

- UNIcable provides ease of access to gather and organize information about customers and lets companies to analyze the future opportunities, companies can easily do a segment analysis of various types of customer which may vary from package to package, this analysis involves taking the customers perspective and identifying what they require and what they are not buying, this information can be very useful for companies to develop sales strategies which will offer customers a new range of products in affordable prices.



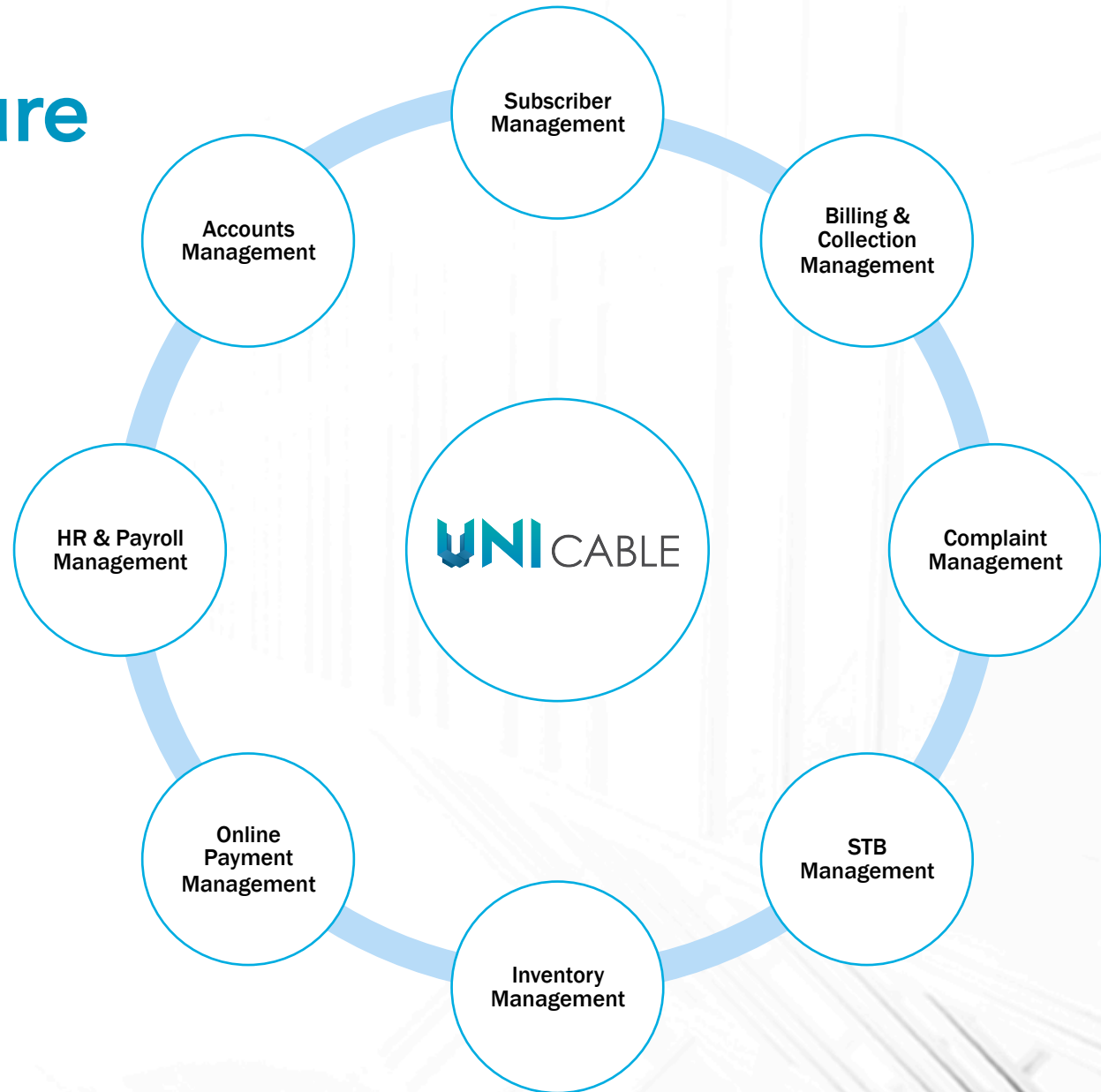
UNIcable is here to give a “wow” experience to customers and companies, a web based application developed to provide a user friendly environment to its users, a much secured application which will control user limits. We proudly call it as a next generation Solution for Media and Broadcasting Industry

## UNI CABLE Help's

- ✓ Customer Database Management Process
- ✓ Billing, Collection and Complaints in a better way
- ✓ Increase competitive Advantage
- ✓ Serve customers in a better and advanced way
- ✓ Customer relationship building
- ✓ Business Growth
- ✓ Understanding current and future needs of customers
- ✓ Incorporating new trends and strategies into the business
- ✓ Sales and Marketing Strategies Design

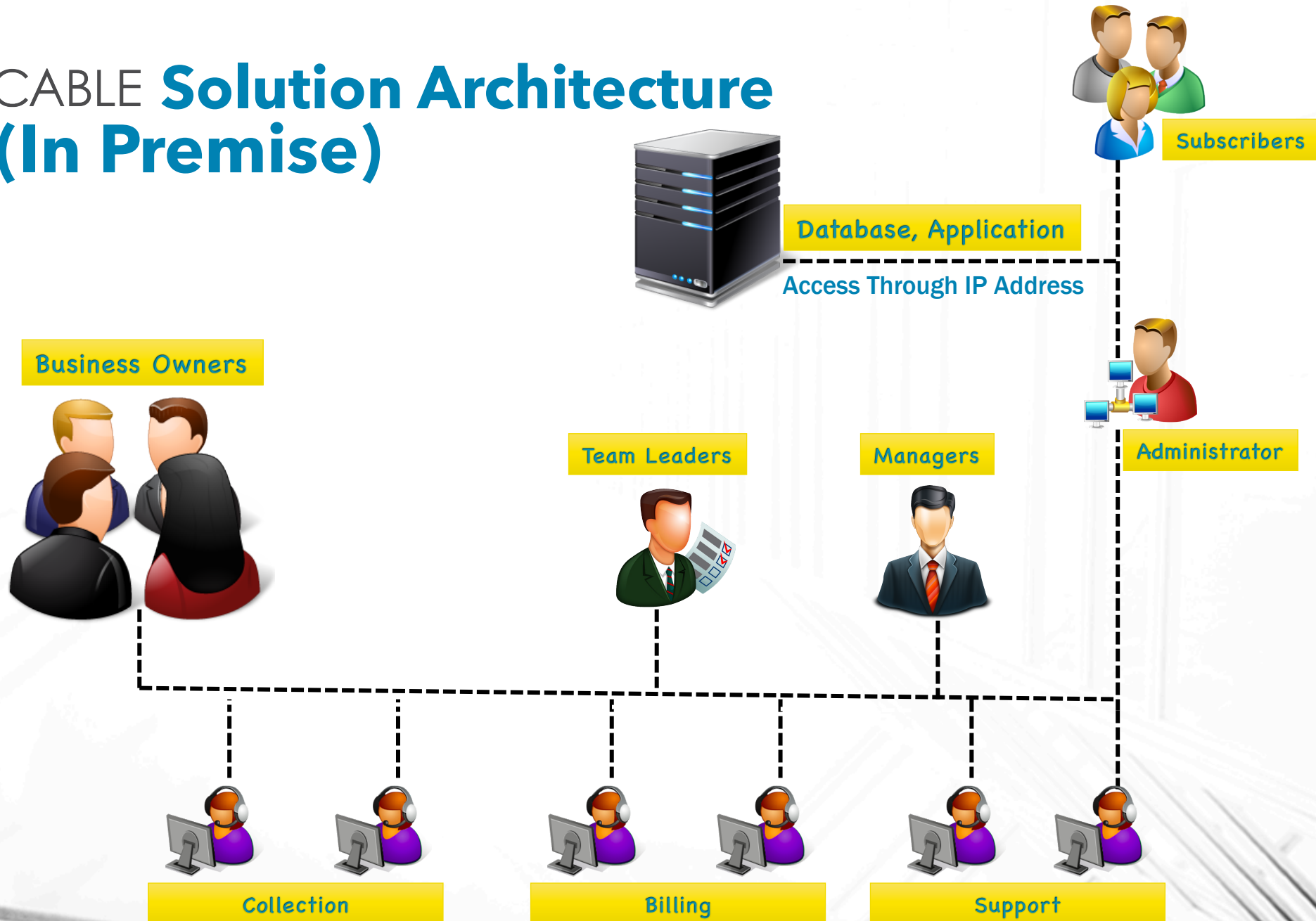
# UNI CABLE Architecture

- Subscriber Management
- Billing & Collection Management
- Complaint Management
- STB Management
- Inventory Management
- Online Payment Management
- HR & Payroll Management
- Accounts Management

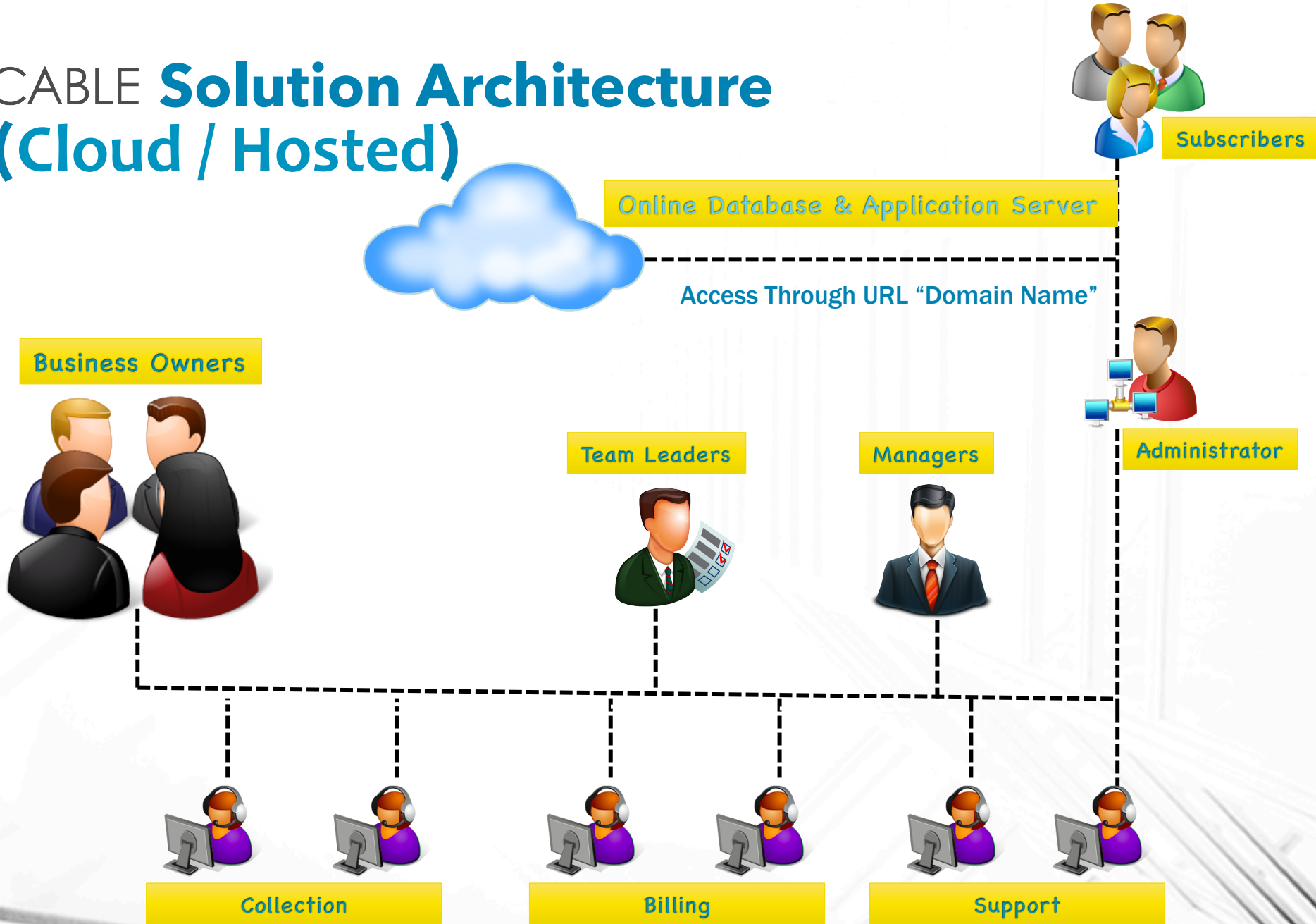




# UNI CABLE Solution Architecture (In Premise)



# UNI CABLE Solution Architecture (Cloud / Hosted)



# UNI CABLE Features

- ★ MSO Management
- ★ Distributor Management
- ★ Operator Management
- ★ Set Top Box Management
- ★ Channel Package Management
- ★ Subscriber Management
- ★ Complaint Management
- ★ Billing Management
- ★ Collection Management
- ★ Staff Management
- ★ Inventory Management
- ★ Maintenance Scheduler
- ★ Knowledge Management
- ★ MIS Reports
- ★ Internal Email Management
- ★ Mobile Apps
- ★ Alerts & Reminders
- ★ Financials & Tax Calculation
- ★ Customer Self Service Portal
- ★ Escalations
- ★ Internal Chat
- ★ Notice Board
- ★ Call Back Schedulers
- ★ Dashboards
- ★ Payment Gateway Integration
- ★ IVRS / VOIP Integration
- ★ SMS & CAS Integration
- ★ HR & Payroll





# UNI CABLE Key Features

- ✓ Strong Data Management
- ✓ Customer Support
- ✓ Easy to use
- ✓ Data Security
- ✓ Personalized Dashboard & Reporting
- ✓ Third Party Integration
- ✓ Accessibility
- ✓ Analytics
- ✓ MIS
- ✓ Interactivity



# UNI CABLE Key Benefits

- ✓ Customer Interactivity
- ✓ Administration
- ✓ Business Analytics
- ✓ Strong Data Security
- ✓ User Based Roles
- ✓ Knowledge Management
- ✓ Strong Ticketing Management
- ✓ Helps you Plan, Manage and Monitor
- ✓ Increased Sales & Customer Retention
- ✓ Business Growth



# UNI CABLE **Interactive Features**

- ✓ Notice Board
- ✓ Discussion Forums
- ✓ Games for Customers
- ✓ Internal Chat
- ✓ Internal Email System
- ✓ Auto Save Forms
- ✓ Login Time details
- ✓ Break Details
- ✓ Mobile Apps

# UNI CABLE Technology

- ✦ UNICable is developed with the latest technology used for hi-end solutions, with data security.
- ✦ UNICable is entirely developed under LAMP technology, widely used all over the world.
- ✦ UNICable is supported by latest technology like smart card and bar code
- ✦ UNICable can be integrated easily with CAS / VOIP / IVRS & SMS



# Contact Details

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