UNI NET

SMS, Billing & CRM for ISP's

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

UNISTRAT

About UNINET

"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 UNInet in a business is to manage customer interactions effectively and synchronize business related requirement by cogent management of customer related data."

UNInet has been tailored to suit the specific needs of ISP's and is integrated within our complete line of CRM Software Solutions. With UNInet you are able to automate your billing & invoicing processes right over the internet with custom invoices and detailed reports. On the same platform you can manage all clients' payment information including method's special discount or tax rules as well as run quick reports to view all overdue invoices

UNInet provides your business with Web Based ISP Billing services; this means there is no software to install or servers to house. Anywhere with internet access you will be able to view and mange your entire Internet Billing Services along with all other aspects of your company. Our custom ISP billing software has been designed from the ground up and can be easily tailored to your specific needs thanks to our highly developed Web Services API. This allows quick integration with existing software platforms and speedy roll out so you'll be up and running with UNInet

Why UNI NET

UNInet 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

UNInet 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 Broadband Industry
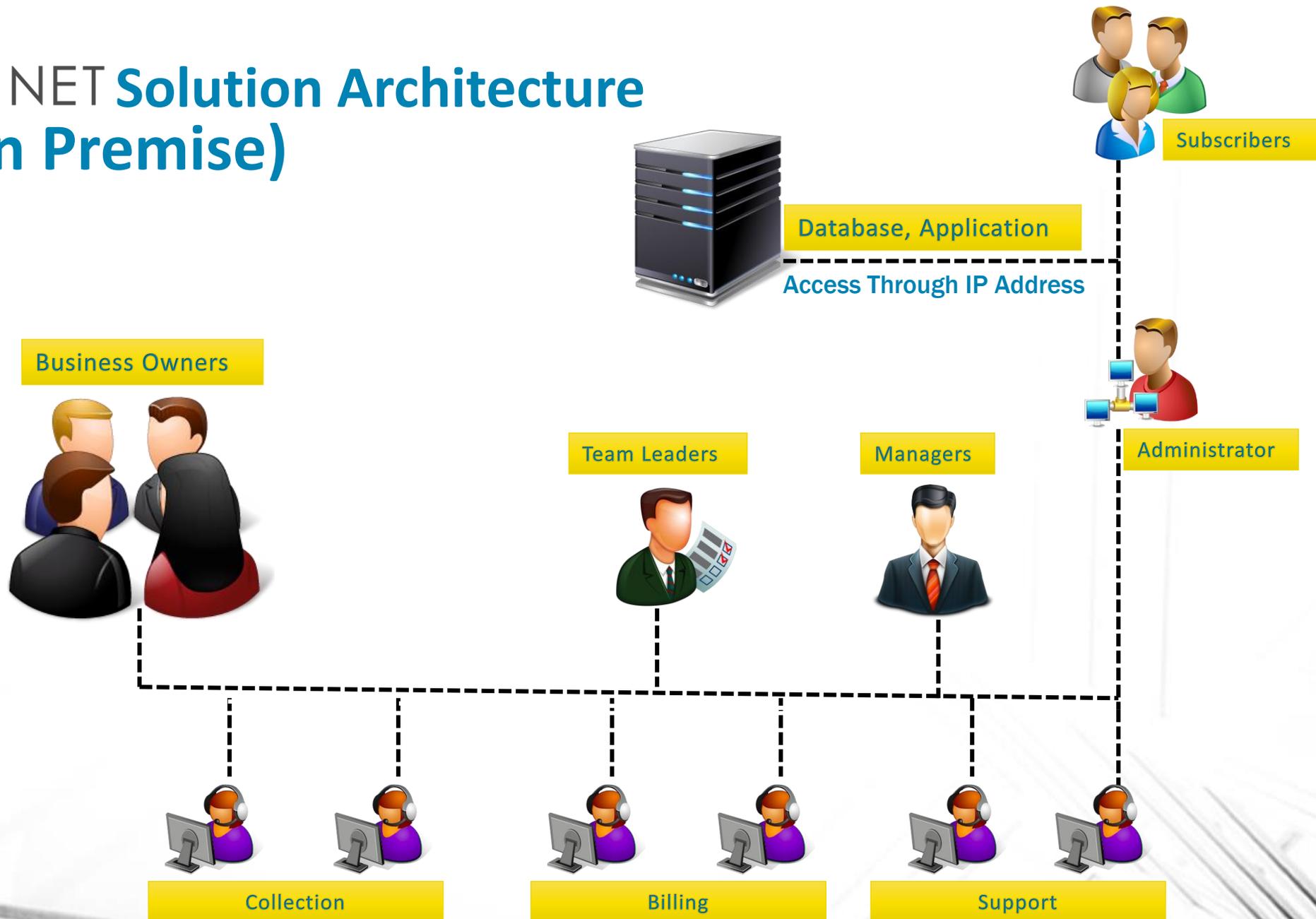
UNI NET **Help's**

- ✓ 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

UNINET **Features**

- ISP Management
- Distributor Management
- Operator Management
- Internet 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 Integration
- HR & Payroll

UNI NET **Key Features**

- ✓ **Strong Data Management**

- ✓ **Customer Support**

- ✓ **Easy to use**

- ✓ **Data Security**

- ✓ **Personalized Dashboard & Reporting**

- ✓ **Third Party Integration**

- ✓ **Accessibility**

- ✓ **Analytics**

- ✓ **MIS**

- ✓ **Interactivity**

UNI NET **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

UNINET **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 NET **Technology**

✧ UNInet is developed with the latest technology used for hi-end solutions, with data security.

✧ UNInet is entirely developed under LAMP technology, widely used all over the world.

✧ UNInet is supported by latest technology like smart card and bar code

✧ UNInet can be integrated easily with Bandwidth Management Softwares' / VOIP / IVRS & SMS

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