

M*Ware Ticket Exchange

With the delivery of complex services it has become increasingly difficult to keep the existing customers happy. Multiple parties are involved in the service chain, each focusing on their core competency and using partners to build the entire service offering. In addition, mergers and acquisitions and service specialization have resulted in help desk system disparities even within a single organization.

Today's customer care applications make it easy to handle and control issues within one's own organization, supporting closed loop processes. But automated processes frequently stop at the edge of the application. When different customer care groups have to coordinate efforts, exchanging trouble information is done manually between expensive human resources who have to repeat process steps with unavoidable errors. Customer care costs escalate while your customer suffers.

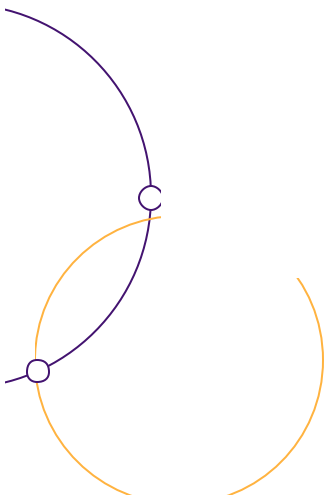
M*Ware Ticket Exchange – the Total Solution

Vertel provides the answer to all these challenges and more. Ticket Exchange adds the automated exchange of trouble tickets to existing customer care systems. All manual and error prone process steps between your helpdesk and partners become fully supported, each application can open a corresponding case in the systems of your partners and constantly status updates are provided.

The guaranteed message delivery, instant acknowledgement and integrated incident logging ensure you are fully informed about any and all trouble tickets affecting your customers.

M*Ware Ticket Exchange includes:

- Low cost and rapid implementation based on advanced process modeling
- Functional integration on top of your existing systems, based on your existing processes without any staff training, and with minimal involvement from your internal resources
- Proven advanced mediation software and pre-built adapters to easily integrate with all existing trouble administration systems.
- Our software runs as a hub in between the applications to give you maximal system independency, individual security per system, and open connectivity to multiple partner via one interface
- Vertel's optional 24x7 end-to-end service monitoring and control. Our availability, performance, implementations and changes are delivered based on SLA
- A rules engine based solution that ensures your operations continuity, non-interruptive system integration, change management and partner additions
- Value added services like advanced partner performance reporting and knowledge based automation of complex collaboration scenarios



Ticket Exchange enables the exchange of trouble ticket information between dissimilar customer care systems.

Using TicketExchange customers will:

- ❑ Reduce operational costs
- ❑ Improve process efficiency
- ❑ Increase customer satisfaction

Call us today for a demo

We can show you how to avoid:

- ❑ Costly manual process workarounds
- ❑ Upfront purchase, open-ended implementation and unexpected costly maintenance
- ❑ Interfaces without management, intelligence or support
- ❑ Operational interruptions due to changing partner systems

Vertel offers B2B specialized for customer care and service management that helps you reduce your customer care costs improve your processes and increase customer satisfaction.

M*Ware Ticket Exchange is available as a managed service

- Rapidly integrating your diverse work centers and groups
- The ideal solution to integrate customers, providers and close partners in a seamless end-to-end manner
- Allowing you full control with flexible levels of Vertel operations support
- Providing you the option to sell TicketExchange as part of your offering to your customers



Your paying customer deserves the highest quality customer care. We help you deliver it!

With M*Ware TicketExchange you will be able to ensure the same high level of control and customer care for services provided by trading partners or multiple work centers, that you already offer for fully owned services. In considerably shorter time and against considerably lower costs.

*Network Information Management is a highly specialized skill. Vertel's M*Ware is a complete product line of pre-built and configurable components and solutions designed to make network information applications easily configurable, maintainable and highly re-usable.*

Working with M*Ware will increase in-house development or system integrator efficiency by 30 % or more!

*Please read our "M*Ware Technical Differentiators" publication to understand how M*Ware outperforms EAI toolkits, and our "M*Ware ROI Customer Case Studies" to understand how much money M*Ware can save for you RIGHT NOW.*

