



Accelerating New Service Delivery and Reducing Costs for Broadband MSOs

Broadband MSOs are under tremendous pressure to deliver new value-add services and compelling programming—the faster, the better. In the face of increased M&A activities and growing competition, they're also challenged with reducing overall costs and customer churn and improving the customer experience.

Many MSOs find these objectives extremely difficult to achieve. For one thing, programming is a significant financial investment. For another, most MSOs lack the visibility and standardization needed to scale and manage the people and processes required to roll out next-gen services. Plus, their processes are largely manual. This means that not only are they prone to error, they're time-consuming and often result in customer delays, improperly diagnosed problems, higher churn and increased costs.

The OnProcess Advantage

As a managed services provider specializing in post-sales supply chain services since 1998, OnProcess Technology has a nuanced understanding of the challenges facing MSOs and a strong record of overcoming them.

By applying our technology-driven processes, advanced analytics and domain expertise, we deliver the insights and actionable intelligence needed to boost MSO profitability and make customer service a true differentiator.



Dramatically improve the customer experience and reduce churn

OnProcess' Center of Excellence delivers a seamless, one-stop shop service, efficiently handling everything from issue identification and troubleshooting to product education and technician scheduling, without hand-offs. A leading broadband client realized a \$2.6 million improvement in operating cash flow by improving retention and CSAT.

Cut costs across multiple areas

MSOs that engage OnProcess benefit from a variable cost structure, reduced capital expenditures in asset recovery, increased velocity of returns, and automation of manual processes. We also help clients significantly reduce transactions such as inbound calls and unforecasted truck rolls. This enabled a large teleco to save \$60 million annually in CapEx avoidance while boosting customer satisfaction.

Increase revenue

We enable you to boost revenue by recapturing missed, cancelled and incomplete installations. A major broadband client increased revenue by \$24 million by mitigating sales-to-connect fallout.

Incubate and rapidly roll out next-gen services

By using OnProcess to handle complex onboarding, tech support and customer education, you can more easily introduce new offerings, such as connected home, connected car or other Internet of Things services, while improving customer retention.

Improve Day of Job

This centralized service is handled by OnProcess agents who are highly skilled in supporting installation technicians.

Optimize third-party relations

We seamlessly integrate your systems with your partners' and manage the end-to-end processes, providing you with unprecedented insights into the operations they conduct on your behalf and optimizing outcomes.



OnProcess Managed Services for Broadband MSOs

Revenue Enablement: We handle back office order processing/provisioning, proactively reach out to your customers to fix broken orders and educate customers in order to minimize churn and increase cross-selling.

Triage/Customer Support: We improve the customer experience at every point of interaction and ensure the right service for the right contact. From managing entitlement to using remote monitoring and IoT-based technology to provide proactive and preventive support, we cover all the bases.

Service Fulfillment: We manage the dispatch of parts and technicians to optimize service networks and inventory, and rapidly close out service events, meet SLAs, and improve customer satisfaction ratings.

Reverse Logistics: We facilitate, track and expedite the return and replacement of valuable assets from the field or customer, and the movement of defective parts through the repair channel and into inventory.

To find out how OnProcess can help you accelerate service delivery, improve customer satisfaction and boost profitability, contact us at sales@onprocess.com, 508-623-0810 or visit www.onprocess.com.