



CARING PROCESS MANAGEMENT SYSTEMS

AUTOMATIC OUTBOUND

Automatic Outbound is a **multichannel system** enabling calls to be made in sequence from automatically created lists. It handles scheduling and contact management in case of "engaged", "no answer" or "non-human device" responses. The service plays a dynamically created synthesised message, after which the customer selects a function on the telephone keypad. The system also provides complete activity reports, with macro and detail information, enabling managers to verify work volumes and monitor service levels.

CRM SYSTEMS

Customer Relationship Management operations are run using a platform that processes incoming calls (call receiving, call screening, call dispatching, technical and commercial help desk, complaints management) and outbound calls (customer satisfaction, sales network management, database re-qualification, support for campaigns and promotions, retention and loyalty, surveys). The web-based, modular system can be easily configured to the needs of specific operations and customers, and provides operators with direct access from any site, to support local operations while guaranteeing data privacy through control of application accesses and authentication of external users.

ASSET MANAGEMENT AND TROUBLE TICKETING

To deliver technical **support processes**, Advalso uses a web-based platform that automates resource management, distributes on-site calls and collects remote wireless data. In other words, for each level of the service operating structure and for customers, the system collects, aggregates and presents full information on logistics, warehouse, installations, technical interventions, trouble-ticketing and escalation procedures, for both workflows and assets integrated management.

DOCUMENT MANAGEMENT SYSTEMS

ELECTRONIC STORAGE

It is an electronic storage application solution compliant with CNIPA Resolution no. 11/2004 and subsequent laws and regulations governing storage of juridical and fiscal documents.

This modular, scalable solution also includes optional components for document issue, distribution and delivery, as well as electronic invoicing functions.

SIGNATURE TOOLS

In electronic storage and invoicing procedures, document validation may involve very large numbers of IT documents. For these processes, the use of smart cards or usb tokens, suitable for signature on an individual document basis, would create enormous inefficiencies for electronic storage or invoicing operators, since the smart card PIN normally has to be keyed in for each signature.

To speed up the process and ensure efficient validation, an automatic signature procedure is essential. Using a special signature tool such as Hardware Security Module (HSM) it delivers better performance than a smart card or token. The device is configured to comply with the **highest IT security standards** and is suitable for applications where the PIN needs to be keyed in only once for signature of multiple documents.

These "mass signature" systems are well established as solutions for digital signature generation. They comply with national and international laws and with technical industry standards.

DOCUMENT OCR

It is an innovative optical scanning solution for immediate and simultaneous acquisition of data on paper forms. Compared with manual keying-in procedures, the system improves resource efficiency and performance levels, with the following advantages:

- greater speed
- reduction of errors
- guarantee of constant quality
- reduction of costs.

WORKFLOW AND MONITORING SYSTEM

The workflow management and monitoring system **models current processes** through AS-IS analyses and integrates the specialised subsystems used for service delivery, such as automated fax management or call management through advanced outbound systems.

The platform monitors process flows, human and system activities and related events, to create a clear overview through real time information panels and data reporting for specific analysis requirements.

CARING COMPETENCE OPERATIONS

Advalso is the Olivetti Group Company that develops and provides specialised caring services and solutions.



Established at the end of 2006, Advalso has reported constant growth in turnover and resources. Its Competence Centres in Ivrea, Pont-Saint-Martin, Carsoli and Rome run advanced Customer Care processes based on an end-to-end approach comprising project analysis and realisation, implementation of technology infrastructures and continuous service monitoring, to guarantee delivery of agreed service levels.

THE OFFER

Advalso offer covers the entire customer support process:

- **Front End and specialised Technical Support**
- **Technical Assistance on different types of equipment**
- **Qualified Back Office**
- **Document Management Services**
- **Development of customer business support solutions.**

The delivery model is based on close integration among operating units to ensure efficient role and activity distribution, maximum flexibility and optimal service effectiveness.

For all services, Advalso pays particular attention to:

- **Organisation**
- **Resource training and motivation**
- **Workflow planning and coordination, for optimal operation management.**

Advalso has obtained ISO 9001:2008 certification for its Competence Center Management and Help Desk Services of Front End & Back Office Technical Specialized.

Design and implementation of SW and Telecommunication systems for Information Technology.



ADVANCED CARING SERVICES

FRONT END

The Front End team manages inbound and outbound processes on a multi-channel and multilingual basis, providing **technical, commercial, logistics and administrative support:**

Help Desk on products and services for Business Customers and Consumers (online resolution of problems in using equipment, installation support, escalation to local units for on-site assistance, swaps and repairs); end-to-end caring and Top Client monitoring; skilled outbound for Customer Satisfaction assessment as part of customer value management.

CONTROL ROOM

The Control Room is responsible for remote monitoring of processes, platforms and equipments.

Specifically, it performs **Customer Support** activities, with front-end problem resolution (1st level problem determination & solving) or dispatch to 2nd level assistance and monitoring of the contact until the question has been fully resolved. The Control Room also handles **Provisioning:** receipt and execution of service activation and/or termination orders, including transmission of an e-mail advice to the customer.

The Control Room **guarantees overall and detailed activity monitoring** and production of reports.

TECHNICAL ASSISTANCE

Through the Olivetti support centres, Advalso currently offers Technical Assistance on more than **3,500,000 different types** of equipment.



A special unit guarantees central technical support, definition and coordination of procedures and intervention, resource training, planning and administrative/logistic control, call qualification and forwarding, service level monitoring, technological platform. The Technical Assistance unit is composed of **3 macro zones** (North, Centre, South) to coordinate operations, **12 primary Technical Assistance Centres** and **138 Service Points around the country.**

BACK OFFICE

Advalso provides specialised Back Office services: contracts activation, order processing, service requests, complete administrative process management for Business Customers and Consumers (billing, account reconciliation, collection, credit), as well as client **process control** and tracking.

DOCUMENT MANAGEMENT

These services are organised with an industrial approach, providing **quality, efficiency and reliability** through the use of state-of-the-art technology, to guarantee management of the complete document life cycle.

The document is acquired at source, irrespective of format (hard copy, electronic), inbound channel (post, fax, e-mail, web) and point of entry (centralised or peripheral), and then digitalised for use in any application. The main process phases are: receipt of document; preparation and formal check of paper documents and management of any anomalies; scanning and indexing; physical archiving and logistic management.

In the document management area, **Advalso is the Competence Centre that implements the Olivetti Document Hub Offer.** It runs the services through its own infrastructure and acts as a point of reference for the commercial channels, taking charge of pre- and after-sales activities and end users support.

Advalso develops innovative caring process management techniques by **developing and integrating advanced technologies** that support interaction between:

- hardware infrastructures (fax servers, telephone dispatch systems and automatic outbound systems)
- CRM applications (Help Desk and Back Office operations management, trouble ticketing, asset management) and document management platforms
- workflow systems and monitoring.