

Nixel iCare™

Comprehensive Customer Care Solution

The Nixel iCare Program blends technology with organizational structures and processes, content development, training and education for a holistic customer care organizational environment that delivers customer satisfaction.

The Nixel program is formulated by experts in Customer Care, Communications and Technology. It is designed to transform corporations and provide a technology framework over which an integrated customer care environment works smoothly.

Our program begins with audits and workshops that helps the organization orient towards the critical function of customer care. These exercises also help formulate the vision for customer care, the organizational structures and processes required and the technology framework over which they can be enabled.

The content needed for the customer care solution is then designed and developed by our consultants for both the customer care team and the customer.

The Nixel iCare technology solution forms the next critical component of our program. Our technology architects will design the interfaces, databases and critical software functions and features to meet the business requirements that have been defined in the first part of this program.

Our implementation process provides for training, education, building, configuration and deployment of infrastructure and software, trials, data migration and ongoing program monitoring and technology support.

The integrated Nixel iCare program ensures that technology is blended well with management practices and team training, enabling attainment of better results in a shorter implementation time.

Nixel iCare is a program from Nixel Technology, a leader in customer care solutions.

Nixel has successfully deployed the Nixel iCare program to business and government enterprises.

We believe Nixel iCare could be the next step you could be taking in your quest for customer satisfaction and business growth.

The Nixel iCare Program

1. Organization Audit
2. Workshop
3. Program Design
4. Content Creation
5. Software Customization
6. Database Migration
7. Infrastructure Configuration
8. Training & Trials
9. Implementation
10. Operational Training
11. Program Monitoring
12. Technology Support

Results

1. Satisfied customers
2. One interface across all your locations
3. Streamlined documentation
4. Integrated electronic systems & processes
5. Real-time monitoring & control
6. Cost-effective & efficient customer care
7. Insights into the customer's mind
8. Stronger & more interactive relationships
9. More efficient & disciplined customer service organization



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