

ALLinONE

# SelfCare



responsive, configurable self-care, enabling customers to quickly and easily access and manage their account

ALLinONE SelfCare is a secure, device optimised customer facing portal which enables end-users to access their account and information any time, any place. The portal contains self-help functions and self-service features providing customers with fast and direct access to information pertinent to their account; enabling them to view invoice histories, make payments and initiate changes, without the need to contact their provider. The ability to self-resolve issues and changes empowers end-users and delivers an excellent customer experience.

## the value

An increasing number of businesses are recognising the benefits of reliable and dedicated self-service portals for improving their company's overall brand image and enhancing the customer experience. Self-service portals provide customers with instant access to information, allow personalisation, and save valuable time and organisational resources, improving overall customer satisfaction.

ALLinONE SelfCare can help an MVNO to optimise its operational costs, reducing the need and volume of inbound calls, web chats or emails to a contact centre.

With tangible benefits to end-users, service desks, and the business as a whole, ALLinONE SelfCare is an important tool within the wider ALLinONE product suite.



### enhanced customer experience

Empowers the customer to manage their account when it suits them



### optimised operational costs

Where customers self-serve, inbound call drivers are reduced



### improved agent productivity

With decreased calls, customer care agents can be upskilled to provide additional services and support to customers



### boosted brand recognition and loyalty

The use of a self-care portal re-enforces brand presence and helps drive traffic to other company resources



### increased positive customer recommendations

A successful self-service portal strengthens the brand reputation by creating positive client interactions

Contact us for a full list of features

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## deployment options

ALLinONE SelfCare is a module within the ALLinONE suite and is deployed alongside other key ALLinONE components.

The ALLinONE Mobile App is an additional option that complements the ALLinONE SelfCare portal, providing an additional route for end-users to access their information. The App can be configured alongside ALLinONE SelfCare and downloaded via the Apple App Store or Google Play; when deployed, it uses the same login credentials as the SelfCare portal promoting ease of use.

Lifecycle provide the ALLinONE product suite as a fully managed, private cloud solution within UK data centres. The infrastructure is specifically designed and proven to support highly available, resilient and scalable environments, capable of processing over 1 billion chargeable events per month. A range of service support options are available to meet the needs of organisations, from new entrants to established providers.

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## Contact us

If you think your business could benefit from Lifecycle's ALLinONE product suite, contact us via [info@lifecycle-software.com](mailto:info@lifecycle-software.com) or call us on 01635 553400 to start the conversation