

customer keeper

Customer Keeper helps to reduce churn through accurate, proactive best tariff advice, optimised for individual customer needs and based on your business rules.

The most effective way to build trust and loyalty is to ensure that customers are constantly receiving best value, and to actively advise them of their options. Customer Keeper provides best tariff advice across the whole customer base, with online or printable information always instantly accessible through outbound and inbound channels. Advice and recommendations are calculated using the streamFlex tariff optimisation process, making it fully accurate for each customer's individual needs.

Customer experience is improved, through more frequent, personalised and responsive offers. They come to trust that you offer best value and can immediately tell them if there is an option which better suits their needs. You can also make them aware of additional benefits and services which they could use.

At all times the tariff optimisation process respects your business rules, to ensure that Keeper delivers the right deal for the customer, and the right deal for you. benefits

- lower churn
- higher ARPU, through loyalty and up-selling
- lower costs of customer care and system operations features

A wide range of bespoke and what-if options are available as needed, to most accurately match the needs of larger and higher value customers.

Migrations from old to new tariffs for particular customer segments can be managed through one-time campaigns or regular scheduled contact.

Integration into any environment is made as simple as possible, through the zero-maintenance tariff database and streamFlex software platform technology. want to know more?

For more detailed product information and case studies, please contact us. You can also read our white papers on tariff optimisation and get the personal view from our blogs.