



Phone Self-Service Solutions for Telecommunications and Mobile Operators

Leader in Phone Self-Service Solutions **ivvo**

SpeechStorm is the leader in integrated phone self-service solutions for SMS, Touch-Tone, Speech Recognition and Interactive Voice and Video Response (IVVR) for telecommunications and mobile operators. Through our global partner network and local operations in the UK, Ireland, Poland and soon in the Middle East, we provide a range of inbound and outbound solutions that will save you money and improve your customer service experience.

Backed by a professional services capability of more than 260 consultants, SpeechStorm is part of Kainos Software Ltd, a leading IT Consultancy and Systems Integrator. For over 20 years Kainos has been deploying and supporting critical customer interaction solutions giving SpeechStorm a distinctive edge over vendors in this space. Through our IVVO phone self-service suite of products we offer both on-premise and Software-as-a-Service (SaaS) solutions to minimise upfront capital costs, matching investment with the achievement of cost savings and the accrual of business benefits.

Unique Interactive Video and Voice Capability

SpeechStorm's unique Interactive Video and Voice solutions include a range of multi-lingual applications for 3G mobile phones offering an enhanced user experience and faster customer service, as well as opening up exciting new opportunities in mobile advertising and social networking.

To see IVVO in action, make a 3G video call from any 3G video enabled phone to +442890 572082
(Enter 1234 if prompted for a PIN)



Value Added Service and Joint Venture Opportunities

SpeechStorm also enables telecommunications and mobile operators to offer the same excellent service platform to your corporate and small-to-medium enterprise (SME) customers. Allowing your customers to speech- or video-enable their services through a self-managed customer service portal opens new revenue streams and differentiates your service from the competition, increasing revenue and customer retention.



Success Story **eircom**

eircom is Ireland's leading telecommunications provider with a 76% share of the Irish fixed-line market and over 1.2 million customers. The SpeechStorm speech-enabled '1901' solution for eircom handles 7 million inbound sales and service calls a year, delivering 20% cost savings and a richer customer experience for order placement, bill payment, fault handling and general enquiries.

Benefits for Telecommunications and Mobile Operators:

Using the SpeechStorm IVVO phone self-service suite enables Telcos and Mobile Operators to:

- Reduce customer service costs
- Improve customer satisfaction
- Increase sales effectiveness
- Apply instant changes to menus & prompts
- Reduce outbound calling costs
- Ensure great performance, always available
- Deploy new applications fast and risk-free
- Support English, Arabic and Sub-continent languages