

# Unico Solutions

## NETWORK ASSURANCE



When growth and margins are constantly being eroded from Networks by disruptive new business models, **WHAT IF**, you could have a state-of-the-art Customer Assurance Solution that builds loyalty, saves millions in operating cost and links to revenue creation? WELCOME TO UNICO.

| [www.unico.com.au](http://www.unico.com.au) |

### Why Unico for Network Assurance?

**25+**  
YEARS OF  
TELCO EXPERTISE

**150+**  
DEDICATED TELCO  
PROFESSIONALS

**6K+**  
USERS  
SUPPORTED

**18M+**  
SUBSCRIBERS  
SUPPORTED

### What is Unico Assurance Solution.

Unico Assurance solution is a web-based application that enables Front of House (FOH) staff to achieve significant First Call Resolutions without the need to escalate to costly technical support.

It simplifies the work at all levels of Network Assurance staff - from Front of House through to Engineering, providing:

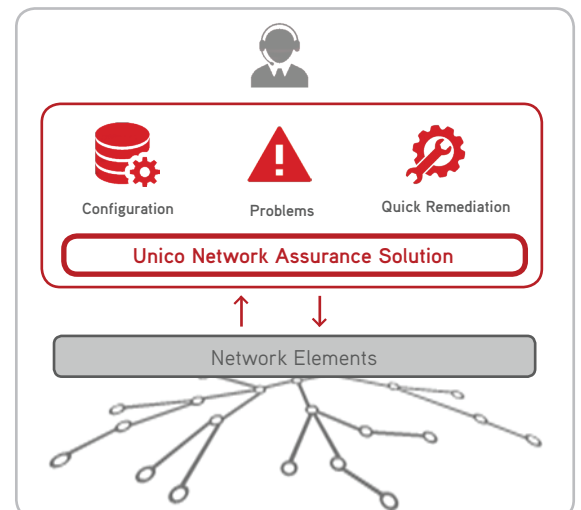
- Fast customer response
- Increased customer satisfaction and loyalty [NPS]
- Reduced customer churn
- Reduced operational costs.

“ Pure innovation. A true digital customer service platform, capable of integrating a growing number of network elements and saving millions in operating costs. An essential instrument for customer advocacy.

### How Unico Assurance Solution Works.

Unico Assurance Solution is based on our deep network domain knowledge and integrates with all critical network elements.

- It encompasses design, development and support of an intelligent application that caters for your specific business requirements.
- An intuitive, interactive, UX-driven dashboard provides FOH with a mechanism to view complex network data in an easily understood format and to resolve issues arising from incorrect provisioning or inconsistencies in data held on different network platforms.
- When an issue escalates, the application enables engineers to instantly focus on the right problem area, saving time and cost.



Ready to Win and Retain  
More Happy Customers?

**CONTACT US:**  
**+61 3 9866 5688**



unico

intelligent IT solutions

## **We are Unico.**

UNICO is an Australian IT services company, specializing in intelligent solutions to the most complex challenges facing business. In a hyper-connected digital economy Unico enables organisations to differentiate through technology.

UNICO is recognised for IT innovation in telecommunications, having built massive systems that unfailingly run one of the largest mobile networks in Australia. UNICO creates unmatched business value in real-time, high volume, high availability environments, where agile Decisions, Customer Experience and an Unbreakable Platform are mission-critical.

UNICO works with leading Telcos, enterprises and digital start-ups on disruptive trajectories, who depend on intelligent and robust IT to support their growth strategy.

Established in 1984, UNICO is privately owned, with a multidisciplinary team of 150+ technology and business professionals. Unico is headquartered in Melbourne, Australia, with projects deployed throughout the APAC Region.

## **Specialties**

- Complex System Integrations Specialist
- Suite of Specialist Mobile Network Solutions
- Big Data Architecture & Analytics Design
- IT Capability Uplift & Transformation
- Technology Roadmap Strategy
- UX/UI Driven Custom Applications and Dashboards
- Value Add Customer Self-Service Platforms
- Tollways and Smart Meter Charging Systems
- Managed IT and Big Data Services

## **Our Values**

Integrity, Passion, Intellect.

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