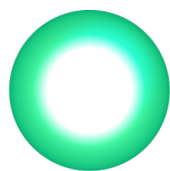


CASE STUDY



one.nz

ONE NZ DOUBLES NPS AND

LAUNCHES NEW

PRODUCTS IN DAYS

RESULTS

One NZ Wholesale is now set up as a private cloud service on Amazon Web Services (AWS). The company can respond to market demands and roll out features, functionality, and products faster than ever before.



95%

of customer interactions are now **digital**



110%

increase in NPS score (from 30 to 63)



DAYS

to launch new functionality and products, not months



12

weeks to migrate to the cloud

“Moving to a cloud-based architecture has been one of the best decisions we’ve ever made.”

— Andrew McDonald, Former Head of Domestic and Global Wholesale, One NZ

WHO?

One NZ is a leading telecommunications company offering mobile, fixed broadband and TV services in New Zealand.

WHAT?

Based on requests from clients, the company’s wholesale division pledged to enable customer self-service. The vision was that once a customer had ordered a product, they would have the tools to track it from delivery through to deployment at a glance.

As this was a big shift away from ordering by phone, text or templated emails, One NZ needed a solution that would ensure an improved customer experience while supporting the fast introduction of new products.

HOW?

One NZ deployed CSG Quote & Order. The catalog-driven cloud service can be configured to take new products to market or update existing products to make them available to customers immediately.

Converging manual legacy systems, including spreadsheets and emails, means One NZ’s wholesale customers can gather instant quotes online as well as manage orders and inventory.

Integrations built in the self-service platform have been designed to be reusable 'building blocks' for other product and service offerings, enabling even greater speed.