

# Acumen360™ Foundational Platform

## Digitize Operations & Enable New Revenue Streams



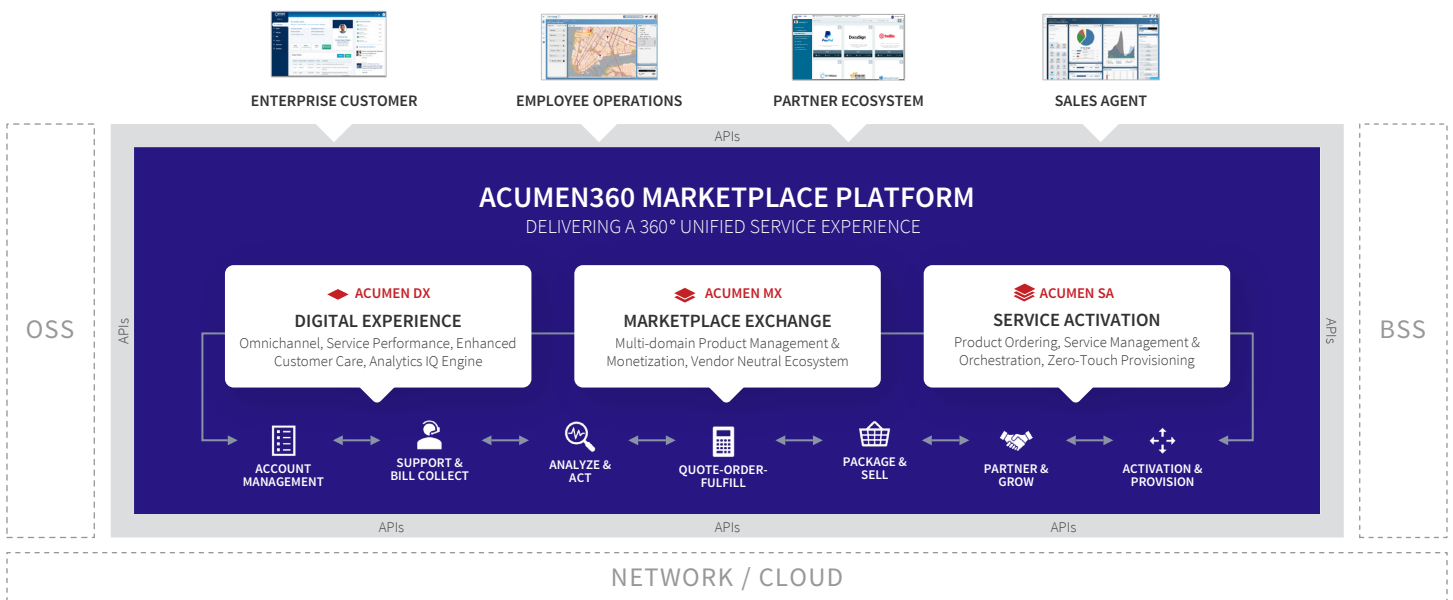
### Acumen360 Overview

Acumen360 enables an end-to-end customer experience portal that provides a multi-dimensional view into on-demand services as well as traditional products, including hooks into all legacy systems. Enterprise and SMB users will have self-service activities at their fingertips, including service ordering, customer care, provisioning status, network visibility, billing, ticketing, reporting, and more. Acumen360 allows for a 360° view into the customer and the business, enabling an award-winning customer experience platform unique to the telecommunications industry.

### Pains That Weigh Down Service Providers

- ❌ Lack 360-degree visibility into customer touchpoints
- ❌ Lack overall digitization & automation strategy
- ❌ Provisioning time is way too long
- ❌ Net Promoter Score continues to decline with CX
- ❌ Need to drive revenue from new services & solutions
- ❌ Internal teams lack time or skillset to innovate

## A SINGLE-SOURCE-OF-TRUTH FOR END-TO-END INTELLIGENCE



## CLOUDSMARTZ IS A **UNIQUELY QUALIFIED PARTNER**

HELPING SERVICE PROVIDERS DRIVE VALUE CREATION AND DIRECT FINANCIAL IMPROVEMENT

### PROVEN RESULTS IN 4-6 MONTHS

1

#### **The Blueprint**

- Consultation
- Strategy
- Architecture
- Execution Plan

2

#### **The Platform**

- Configuration & Integration
- API Middleware
- Business Process Automation
- Customization

3

#### **The DevOps**

- Agile Delivery Methodology
- Dedicated Support Teams
- On-going Lifecycle Management
- 24x7x365 Global NOC



### CONTACT US

We look forward to building a strategic partnership with your organization.

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