

The Future of “Now”

Gaining competitive edge through unified enterprise communication solution designed for the digital era



Introduction

Is your organisation ready for anything?

The digital economy is the ‘NOW’ economy. It is one of the instant interaction, which is highly individualised and contextualised, where customers expect everything to be available right here, right now. It is one of the constant disruption, where agility and speed to respond are business critical, be it at the front-end customer experience interface or backend operations effectiveness. The demand that the ‘NOW’ economy has on organisations to be ready to respond to anything effectively in real-time affirms communication as a key enabler for organisations to gain competitive edge.

Responsiveness for the ‘NOW’ economy

An efficient operations management ensures that resolution process takes place in a fast, effective and efficient manner through well-orchestrated plans, communications management and control.

NCS has put together a platform that not only streamlines and simplifies user’s experience and improves the outreach, it also allows the operations team to be in full control. With real-time situation awareness and instant communications outreach, each action and decision are backed by accurate information with measureable performance outcomes.

The following are critical enablers that facilitates a smooth and efficient resolution of any situation that may arise:

- Real-time situation awareness
- Ability to react and response on the move
- Seamless activation and collaboration with all stakeholders
- Speed to resolve and recovery from crisis
- Retrospect for service improvement

Challenges

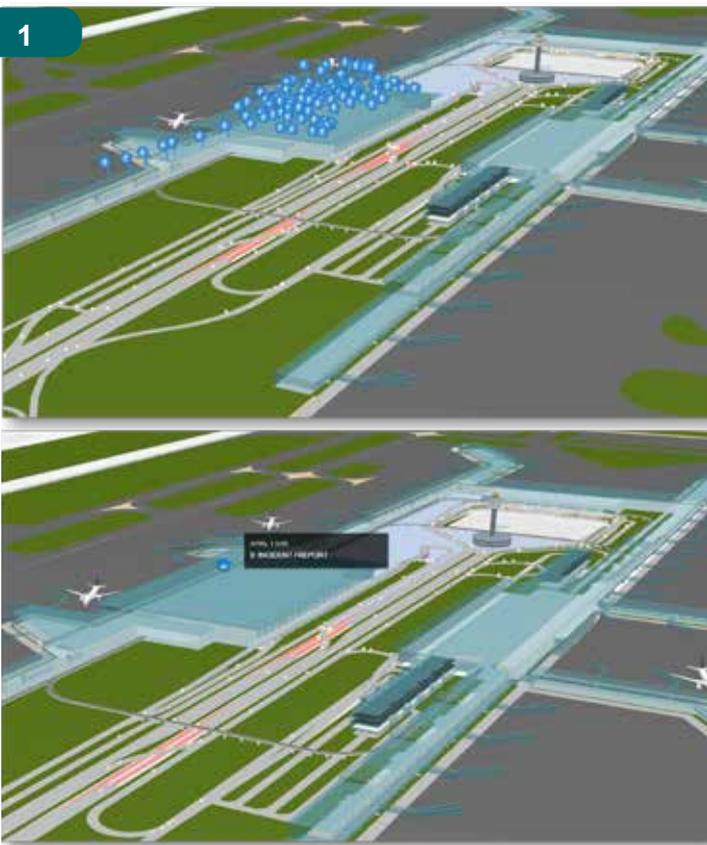
- Lack of a comprehensive, real-time, accurate situation awareness of events to enable informed decision making
- No single unified communications channel to activate and manage multiple points of resources
- Manual reporting process that is time consuming and resource intensive

Solution

A fully integrated end-to-end communication platform to manage daily operations and provides critical communications and situation awareness during crisis:

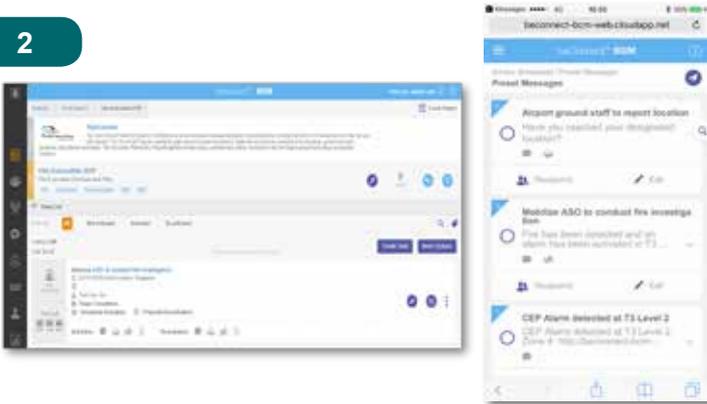
- Critical event processing platform that analyse patterns in real-time across multiple layers/data points
- Cross-channel communication and collaboration solution that activates and connect stakeholders instantly
- Online multiple party video/web/voice conferencing solution for real-time collaboration and problem-solving
- Integrated all-in-one next generations collaboration device designed to bring out the power of the group

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Real-time situation awareness: Allowing staff to be tracked and roles are colour coded in real-time for easy identification on the operations map

2



React and respond on the move: Access to pre-prepared and approved SOP for critical events online through various platforms

3



Reach out to all stakeholders: Ability to send and receive information from stakeholders on duty via multiple communications channels

Benefits

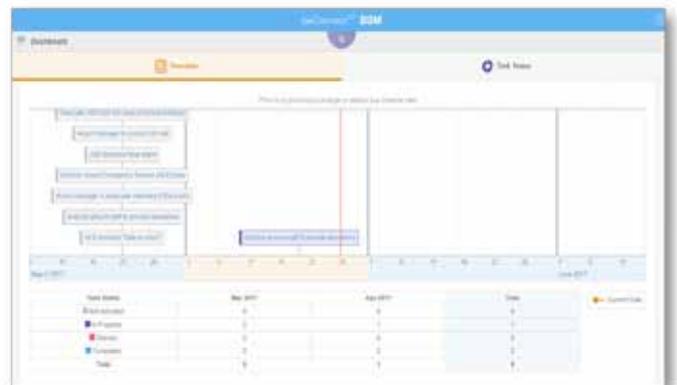
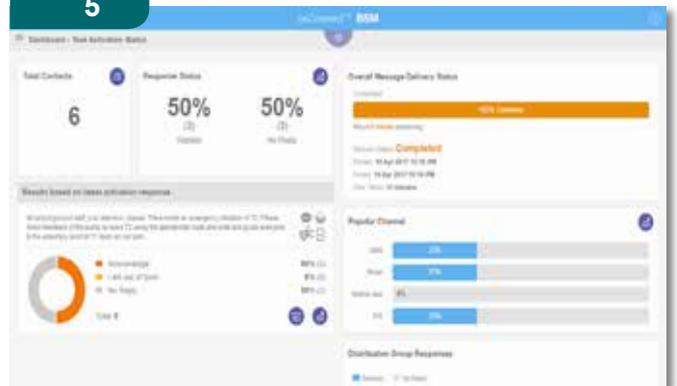
- A single unified view of situation awareness for command and control
- Always-on communication across devices, any time (24/7), anywhere
- Real-time collaboration and problem-solving capabilities
- One-click activation for all resources
- Dynamic resource planning and allocation
- Real-time insights and on-demand reporting for optimal resources and operations planning

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Resolve and recover situations: Access to different collaboration tools to get stakeholders together

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Retrospect for service improvement: Up-to-date reporting with all data points, decisions and actions captured digitally

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