

# ONBOARD NEW SUBSCRIBERS AT A LOW COST WITH FULL VALIDATION


There are no new subscribers, only users churned from a competitor. So CSPs need an extremely high quality, low cost and efficient way to bring new subscribers onboard.


## ABOUT US

AwareX is transforming the way Service Providers interact with their customers. AwareX's Digital Customer Engagement Suite currently supports over 8 million end customers in 20 countries, enabling our service provider customers to achieve more profitable consumer and enterprise relationships by reducing the cost of support, increasing add-on revenue, and driving greater customer satisfaction.

We were founded and are led by telecom veterans who are passionate about customer experience and understand the complexities and challenges faced by CSPs in meeting the ever-growing expectations of their end customers. We developed our cloud-native Agora Engagement Platform to enable CSPs to quickly deploy world-class digital journeys - immediately reducing traffic to the call centre and satisfying customers.

## CONTACT US

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**DIGITAL  
ONBOARDING**

[WWW.AWAREX.COM](http://WWW.AWAREX.COM)

# Business Problem

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CSPs need to be able to onboard 'new to them' subscribers quickly and at a low cost. On top of that they also need to ensure that the user is fully identified and validated.

This process can cause queue lines to build up quickly. This leads many potential subscribers to walk out of the door.

This is a costly process so how can a CSP do it faster, better, and cheaper?

## CUSTOMER EXPERIENCE

You have been thinking about changing or updating your mobile service plan. You spot an advertisement for 'Shine CSP' at the bus stop. You point your device camera at the QR code and the process begins. You are now a customer of Shine CSP. It's a smooth frictionless process that's done using your device camera and digital automation, and you got a great sign up promotional deal.

## THE SOLUTION

Digital onboarding allows an individual to scan a QR code to start a comprehensive onboarding process. A new subscriber can be validated, authenticated, a product and or plan selected, a Sim card ordered or enabled including e-Sim - all started with no app download. Simply pointing your device camera at a QR code which can be displayed anywhere from a web advertisement to a bus stop poster to an airline seat back.

## THE SOLUTION

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This is a separate capability that sits alongside your other digital assets to get new subscribers into your customer database.

Anti-spoofing is supported to ensure validated data quality with fast biometrics capture and validation against official documents.

Analytics show how many subscribers are signing up and which plans they are selecting, or which cities they are in.

It's a cloud solution, just hook it up and go.

