

White Label End-Customer Invoicing and Helpdesk

Optional modules for Colt White Label Solutions

Benefits at a glance

- Enhance the experience of your end-customers with standardised services and service-level agreements (SLAs) across 13 countries
- Increase your business agility and flexibility by moving further towards a business model based on minimal operating expense (Opex)
- Trust Colt to provide expert and cost-effective helpdesk support for your end-customers – so you don't need to recruit and retain the expertise in-house
- Simplify and reduce your administrative costs and workload. Colt can provide accurate and efficient invoicing for your end-customers
- Be confident that services are compliant with national regulations, including data retention
- Benefit from award-winning customer support from Colt

Are you looking for a fully-featured White Label proposition that enables you to manage your end-customer services with the maximum efficiency and quality?

Colt's White Label Solutions enables you to expand your business with Voice, VoIP (Voice over IP) and IN Services. These services can be branded as your own – and require no further investment in your own network operations or infrastructure.

Enhancing your capabilities

Colt also offers optional modules that will further support you to manage your end-customers' services: end-customer helpdesk and end-customer invoicing.

These modules can be applied quickly and easily across all the White Label Services provided to you by Colt.

Adding value to your organisation

Your end-customers can benefit from a highly-professional Colt helpdesk that will answer their calls in multiple local languages. Our helpdesk team will have a deep knowledge of the Colt services you offer and will understand the business relationship you have with your end-customers. Likewise, the monthly invoices we deliver will also add value to your business by providing an efficient and regulatory compliant service, branded in your corporate colours.

Optional White Label Modules

White Label End-Customer Invoicing

White Label End-Customer Helpdesk

White Label Services

VoIP
Access

Voice
Line

Reseller
Connect

IN
Services

Internet
Access
Services



Optional modules for Colt White Label Solutions

Our additional modules enhance your flexibility, making it easier for you to keep pace with the growing expectations of your end-customers in a highly-competitive marketplace.

End-customer helpdesk

With Colt, you can improve the experience of your end-customers that use your services that are based on our White Label solutions.

We have the technology, processes and helpdesk agents ready to work for you.

Helpdesk Module features:

- Colt offers first-level fault helpdesk support for your end-customers
- a dedicated helpdesk number is available for each country
- professional support is provided in multiple local languages
- the same helpdesk can receive fault enquires related to any of your Colt White Label Services
- our agents understand Colt's solutions in depth and respond quickly - in line with our world-class SLAs
- our team also understand the importance of the business relationship you have with your end-customer
- a ticketing system is used to manage enquiries efficiently. These can be tracked on Colt Online, our customer portal.

End-customer invoicing

We can send accurate and efficient monthly invoices to your end-customers. This reduces your administrative workload and supports your revenue stream.

Invoicing Module features:

- your end-customers receive a simplified, single invoice with your brand and your payment information
- Colt calculates your end-customer invoices, based on your chosen tariffs, applied uniquely for each end-customer
- we print and mail the invoice to your end-customer and store copies of these for you on Colt Online
- we provide rated CDRs with your end-customer tariffs on Colt Online
- we provide monthly financial reports to you - based on all invoices sent on your behalf
- we are compliant with national regulations in 13 countries, including data retention
- you remain the invoicing party and are responsible for revenue collection, and any billing queries from your end-customer.

Why Colt?

Colt's vision is to be trusted by all to help organisations run smarter / faster / further. We enable you to deliver, share, process and store vital business information by bringing together three key elements:

- pioneering European Application Aware Ethernet and IP networks
- significant IT infrastructure and services across Europe
- expertise in creating integrated IT managed services, networking and communication solutions.

Colt's mission is to be Europe's leading information delivery platform, providing you with a best-in-class customer experience and integrated computer and network services that make a difference to your business.

You can access and manage our services with a single login via the Colt Online portal.

Discuss or simply find out more

To arrange a consultation, discuss what Colt can help you achieve, or simply find out more, email your inquiry to **CSWhiteLabelVoiceSolutionTeam@colt.net**

or visit our website www.colt.net

