



**EVEREST**

## Customer Portal Solution

### Manage IT infrastructure, cut costs, serve better and beat competition - all in a few smart moves with Everest's integrated and customizable portal solution

Faster reflexes are critical for competitiveness. Pre-empting moves and trends is also essential. Translating this into IT infrastructure management calls for integrated, centrally-orchestrated, easily managed yet robust solutions.

There is a ever-increasing demand for better and more value-added services from ISPs, Telecom companies and large service-sector enterprises.

SLAs are getting more stringent by the day and high quality of service (QoS) is quintessential with real-time status updates emerging as a 'must have'.

Customer seek complete visibility into progress of deployments and operations and yet, stakeholders would always need to view relevant information only.

#### Everest's Portal Solution

The Everest Portal Solution is a smart, integrated and fully customizable answer for all complexities in IT infrastructure monitoring and management.

#### Key Features of the Solution

Everest integrates with specialized Telecom, ISP, DTH, VSAT, Wireless equipment.

The service portal can be used for ticket submission, real-time device information, service self-help and online resolution. The access-controlled customer views are customizable and secure.

The solution provides secure access to customer specific details such as contact person information, escalation matrices, site details etc.

Customer-based quick links and book marks provide product information and billing details at the fingertips

Everest helps customers advertise new product launches and also send notifications for service updates, maintenance downtimes.

#### Benefits

The solution leverages the fact that a host of problems encountered can be solved at the end-user level provided there is adequate online support. This is made possible by the portal.

Since problems faced usually follow a pattern, offering self-help services reduces support costs for customers and service providers and saves time.

Service provider updates on new launches and updates can be seen and accessed directly from user dashboards. Not only does this promote efficient ways of working, it also enforces best practices across networks.

A complete visibility of the network with custom views, intuitive dashboards enable faster and better decision-making.

*Everest's solutions come to you through HSBSOFT Technologies Pvt. Ltd., an IT infrastructure management solutions company serving customers across industries. If you would like to learn more about the benefits of our Customer Portal solution, drop in a mail to [info@hsbsoft.com](mailto:info@hsbsoft.com) or call 0091 80 4113 1162 / 64 , 0091 80 4086 9333*

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