

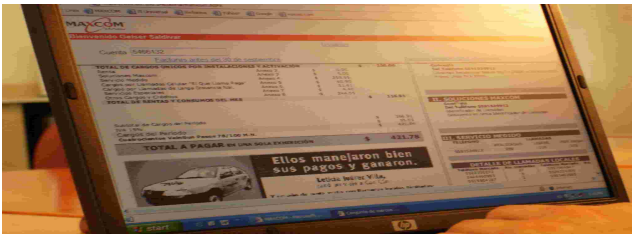
THE SOLUTION

DOC1 Generate allowed for:

- Billing with two or more formats at the same time, depending on the type of customer.
- Improving the performance by shortening production times.
- Performing client segmentation in this module (insert groups).

e2 Vault allowed for:

- Electronic management of information and billing lookup via the Web.
- Integration with our CRM (Siebel) for billing lookup by Customer Care Center executives.



WHY GROUP1 SOFTWARE?

Because it provides a modular suite that allows the customer to acquire only what it really needs, and to gradually incorporate new solutions or modules based on growth or market strategies.

This is why Group1 Software solutions are an essential component of today's corporate applications and are used to consolidate, clean up and enrich corporate data, as well as to generate customized business documents for delivery through various channels, customer care and an efficient business processing.

"The support by Group1 Software during the development of the project was very beneficial, allowing us to incorporate practical and easily applicable suggestions to our design, even without starting operations jointly."

Gerardo Martínez, IT Director, Maxcom Telecomunicaciones

THE RESULTS

- Production time was reduced by 70%.
- Bills are attractive for our market and a disquieting comparison indicator for our competitors.
- To make the changes requested by the marketing area in a more rapid and economical fashion.

THE FUTURE

Now Maxcom Telecomunicaciones seeks to maximize the profit from the modules it currently has, incorporating more training into our systems area, strengthening communications with the internal marketing sector and the technical sector of Group1 Software.

And also to integrate the billing for the business sector in order to standardize our entire billing output system.



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For more information on products and services, please visit our web site: www.g1.com

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