



Emeldi Commerce®
Omni-Channel Platform

EXPERT

SUPPORT

KNOWLEDGE

EPC TELECOMMUNICATIONS

SERVICE

WHO WE ARE

Emeldi Group is a privately held, leading software provider to the telecommunications industry. Established in 1998, a disruptive product offering Emeldi Commerce® – an enterprise grade, unified Omni-Channel commerce and CRM application specifically designed for the communications vertical, supporting products, services & customer-engagement processes.

OUR SERVICE

Emeldi Commerce® - Omni-channel Platform creates a more powerful and engaging customer experience by closing the gap across all CSP customer engagement channels

Architected and designed specifically to address the needs of Communications Service Providers

Challenges for Communication Service Providers (CSP)/Operators

Telecommunication service providers/operators and service providers in other verticals are facing challenges when producing and deploying new products or upgrading existing products. The time-to-market is very slow because of the complexity and volume involved in the enterprise catalogue

Our mission

Emeldi Enterprise Product Catalog (EPC) solution is designed to help Communications Service Providers (CSPs) to deliver innovative, profitable products at a lower cost and in less time. Other industries like utilities, water, retail etc can implement the same solution as their key enterprise catalogue management application integrated with their core billing application.

Enterprise Product Catalogue



CONFIGURE

- ✓ Bulk initial loads
- ✓ Configurable business rules
- ✓ Flexible Product's offerings



USE

- ✓ Specify
- ✓ Describe
- ✓ Publish



INTEGRATE

- ✓ Open API
- ✓ Mapping to external systems
- ✓ Primary/Secondary/Mixed mode



CLOUD NATIVE

- ✓ Microservices based architecture
- ✓ Built for agile
- ✓ Deployable in cloud or on premises, aligned with modern DevOps principles



EUROPEAN UNION
European Regional Development Fund
Operational Programme Enterprise
and Innovations for Competitiveness

Gartner®



THE PROCESS

- ✔ Preparation: analyse current offer structures
- ✔ Installation: initial load
- ✔ BAU: upgrades with new features

FULLY AUTOMATED, PRODUCT CATALOGUE-DRIVEN ORDERING & FULFILMENT

Emeldi Commerce is designed purely around CSP transactions and processes allowing for rapid deployment times and providing you with a highly targeted and high value proposition. In addition, we also support "various bundling"

- ✔ Product-catalogue driven end-customer experience providing a seamless propagation of sophisticated product and service definitions to customer-facing front-ends.
- ✔ Sophisticated Configure, Price, Quote (CPQ) functionality allows for definition, administration, and mapping of complex product relationships, pricing rules, and eligibilities to telecom use-cases.
- ✔ Telecom-specific product Catalogue provides significantly reduced time-to-market for the introduction of new products, services & campaigns.

BENEFITS

Throughout our 20-year journey, we fine-tuned our Product Catalog for the best possible performance to bring control and overview for our customers and help them with:

- ✔ Reduction in complexity in implementing changes
- ✔ Reduction in cost of ownership
- ✔ Increase in customer experience & productivity
- ✔ Increase in conversion rates through ordering automation
- ✔ We can run as standalone product
- ✔ We can run in Primary/Secondary/Mixed mode
- ✔ We support mapping/translation of configuration from business products to target systems (billing, provisioning, ...)
- ✔ We support several integration ways
- ✔ We support flexible configuration possibilities including dynamic pricing rules
- ✔ We use modern, future proof architecture

USED BY



WHY CHOOSE US?

Manage all physical products and digital services in one place – providing significantly reduced time to market for the introduction of new products, services and campaigns. Capturing and retaining customers is the biggest challenge in the new era of telecom world. With Emeldi Product Catalog, telecom operators can easily manage all physical products and digital services in one place – providing significantly reduced time-to-market for the introduction of new products, services and campaigns.

Product Catalog is a part of Emeldi Commerce solution and is one isolated microservice with no dependency on other microservices. It may be deployed and used as a standalone component either on-premise or SaaS.

- ✔ Capable of supporting the full set of B2C business products required
- ✔ Ensures single module to deliver full business requirements
- ✔ Support mapping to Siebel PC
- ✔ Fully modular & scalable product
- ✔ Master data management with rich APIs




CONTACT US


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Emeldi operates offices in four countries, which enables us to provide ubiquitous coverage of our key markets, addressing the needs of large/midsize B2C and B2B enterprises.

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