

ASSERCO

SOUTH EASTERN EUROPE

LIVE 2.0

What we have?

1



Omnichannel support

- Voice
- E-mail
- SMS
- Chat/VideoChat
- Fax
- Letter
- Web form
- Facebook

4



Business processes

- Ticketing system with workflow
- Sales process/Tele Sales/Sales Force Automation
- Debt Collections
- Complaints management
- Workforce management

2



Integration capabilities

- Integrated with various systems (Telco, CRM, Core, Billing, 3rd party)
- Open and „ready“ API
- Short implementation time

3



Modern functionalities

- Virtual Branch
- Co-browsing and Screen-sharing
- Remote digital signature
- Marketing research (CAWI)
- KPI generator
- Real-time dashboard

General info

5000+

Agents

15000+

Back-office and branch users

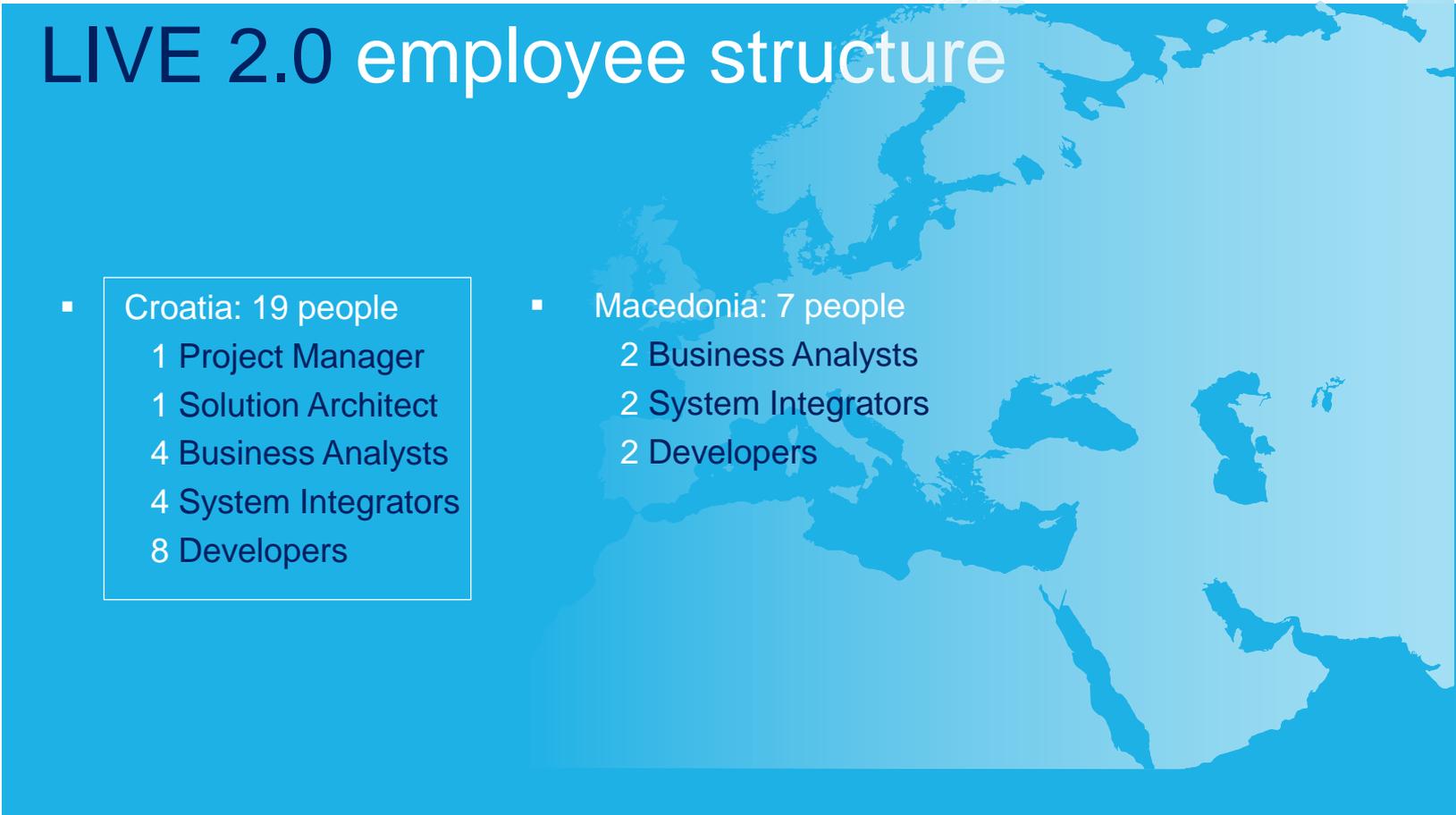
50+

External system integrated

1st

Virtual Branch implementation

LIVE 2.0 employee structure



- Croatia: 19 people
 - 1 Project Manager
 - 1 Solution Architect
 - 4 Business Analysts
 - 4 System Integrators
 - 8 Developers
- Macedonia: 7 people
 - 2 Business Analysts
 - 2 System Integrators
 - 2 Developers

References

Customer name	Sector	Country
ASB Bank	Banking	Azerbaijan
Hrvatska poštanska banka d.d.	Banking	Croatia
Addiko-Bank d.d.	Banking	Croatia
Istarska kreditna banka Umag d.d.	Banking	Croatia
Privredna banka Zagreb d.d.	Banking	Croatia
Raiffeisenbank Austria d.d.	Banking	Croatia
Sberbank d.d.	Banking	Croatia
Societe Generale - Splitska banka d.d.	Banking	Croatia
Zagrebačka banka d.d.	Banking	Croatia
NLB Tutunska banka a.d.	Banking	Macedonia
ProCredit bank a.d.	Banking	Macedonia
Societe Generale Banka Montenegro AD	Banking	Montenegro
Ohridska Banka AD Skopje	Banking	Montenegro
Eurobank a.d.	Banking	Serbia
Vojvođanska Banka a.d.	Banking	Serbia
CITI Bank Poland	Banking	Poland
Ministarstvo trgovine, turizma i telekomunikacija	Government	Serbia
Vodovod Skoje a.d.	Government	Macedonia
Agency for Real estate	Government	Macedonia
Public Revenue Office	Government	Macedonia
Erste Card Club d.d.	Card processing	Croatia
PBZ Card d.o.o.	Card processing	Croatia
Allianz Zagreb d.d.	Insurance	Croatia
Croatia osiguranje d.d.	Insurance	Croatia
Generali osiguranje d.d.	Insurance	Croatia
Jadransko osiguranje d.d.	Insurance	Croatia
Triglav osiguranje d.d.	Insurance	Croatia
Metronet telekomunikacije d.d.	Telecom	Croatia

Customer name	Sector	Country
Albafone	Telecom	Albania
Hrvatska Elektroprivreda d.d.	Utility	Croatia
Lutrija B&H	Others	B&H
Hrvatska lutrija d.o.o.	Others	Croatia
Lotarija na Makedonija AD	Others	Macedonia
Proxima Centauri d.o.o.	Others	Croatia
Ramstore	Others	Macedonia
Tokić d.o.o.	Others	Croatia
Unizeto Technologies	Others	Poland
EDC Kragujevac	Others	Serbia
Phonext	Others	Albania
Euroasia Tunnel	Others	Turkey
Croatia Bus	Tourism	Croatia
MultiPlus Card	Retail	Croatia
Albafone	Telecom	Albania
Hrvatska Elektroprivreda d.d.	Utility	Croatia
Lutrija B&H	Others	B&H
Hrvatska lutrija d.o.o.	Others	Croatia
Lotarija na Makedonija AD	Others	Macedonia
Proxima Centauri d.o.o.	Others	Croatia
Ramstore	Others	Macedonia
Tokić d.o.o.	Others	Croatia
Unizeto Technologies	Others	Poland
EDC Kragujevac	Others	Serbia
Phonext	Others	Albania
Euroasia Tunnel	Others	Turkey
Croatia Bus	Tourism	Croatia
MultiPlus Card	Retail	Croatia

Croatia osiguranje



General info about Croatia insurance

Croatia Insurance Company Plc. is the largest and oldest insurance firm in Croatia, founded in 1884. The company headquarters are located in Zagreb, and sales network is covering the whole of Croatia. Croatia Insurance Ltd. deals with all types of life and non-life insurance.

Croatia Insurance Ltd. is market leader not only in market share, but also for its innovative products, spread sales network and the best and fastest claims and loss handling.

Market share of Croatia insurance is (*HUO, June 2018*):

- Life insurance: 21,63 %, with total gross profit premium of 358.7 mln HRK (48,46 mln €)
- Non-life insurance: 36,39%, with total gross profit premium of 1.355,3 mln HRK (183,42 mln €)
- Sum: 31,84%, with total gross profit premium 1.714.061.398 kuna (232,01 mln €)

Leader on Croatian market share.

Croatia insurance – our success story

LIVE in numbers:

Until 09.07.2018.



972.537 phone calls total



985.413 CPM topics total



725.596 Emails total



86 Campaigns total



From 20 to 2165 agents

Modules they use in Contact Centre:

- CPM
- Dashboard
- Letter
- E-mail
- FAQ
- Fax
- Report & Reporting
- Calendar
- Campaigns
- Scripter
- SMS
- Telephone

About **LIVE 2.0** in Croatia insurance

Sectors which use LIVE 2.0

- Sales insurance – retail,
- Damage compensation management,
- Corporate small and mid-sized corporate clients,
- Corporate finance and accounting,
- Market management,
- Sales support and Education service,
- ICT Infrastructure service,
- Corporate Security Department,
- IT Sector etc.

Number of agents and back office agents

Agents: **110**

Back office agents: **2102**

Statistics

Telephone: **3000** calls/day average

E-mail: **1100** mails/day average

CPM tickets: **3500** tickets/day average

RBA - Raiffeisenbank



General info about RBA

Raiffeisenbank Austria d.d. Zagreb (RBA) began operating in 1994 as the first bank in Croatia to have been founded with foreign Capital. Being wholly-owned by Raiffeisen Bank International based in Vienna, RBA is part of a strong international financial group.

Raiffeisenbank operates 70 branches, located in 36 Croatian cities.

Market share of Raiffeisenbank (<https://thebanks.eu/banks/9834>):

- Raiffeisenbank is the 4th largest bank in Croatia in terms of total assets. In 2016 its total assets were 31 423,73 mln HRK, providing the bank with the market share of 7.92%. In 2016 the bank's annual profit was 460,22 mln HRK.

Raiffeisenbank – our success story

LIVE in numbers:

Until 19.07.2018.



2.343.770 phone calls total



142.206 CPM topics total



50.989 Emails total



4395 Campaigns total



1943 agents in total

Modules they use in Contact Centre:

- Chat
- Calendar
- Campaigns
- CPM
- Dashboard
- E-mail
- Fax
- Letter
- Reporting
- Scripter
- FAQ
- SMS
- Telephone

About **LIVE 2.0** in Raiffeisenbank

Sectors which use LIVE 2.0

- Leasing
- Pension funds
- Investing
- Consulting
- Factoring
- Bonus
- House savings

Number of agents and back office agents

Agents: **43**

Back office agents: **1900**

Statistics

Telephone: **5500** calls/day average

E-mail: **500** mails/day average

CPM tickets: **2000** tickets/day average

Hrvatska elektroprivreda



General info about HEP

Hrvatska elektroprivreda (HEP Group) is the national energy company, which has been dealing with generation, distribution and supply of electricity for more than a century. And in the last few decades it has been dealing with distribution and supply of heat energy and natural gas to customers.

Hrvatska elektroprivreda is organized as a concern, a group of connected companies (daughter companies).

Market share of HEP is (*HEP presentation*):

- Electricity: Supplies 85.4% of all electricity sold in Croatia as at 30 June 2016 among 20 other suppliers
- Thermal energy (Heat): 90% of the total market
- Gas: 43% of total gas delivered in Croatia is from HEP group

Market Leader in Power Supply in Croatia.

HEP – our success story

LIVE in numbers:

Until 09.07.2018.



503.125 phone calls total



383.306 CPM topics total



270.123 Emails total



99 Campaigns total



From 2.369 agents

Modules they use in Contact Centre:

- CPM
- Dashboard
- Letter
- E-mail
- FAQ
- Fax
- Report & Reporting
- Calendar
- Campaigns
- Scripter
- SMS
- Telephone

About LIVE 2.0 in HEP

Sectors which use LIVE 2.0

- HEP Opskrba (Supply sector)
- HEP Toplinarstvo (Heating sector)
- HEP ODS (Distribution System Operator sector)
- HEP Plin (Gas sector)
- HEP SIT (IT Sector)

Number of agents and back office agents

Agents: **150**

Back office agents: **1449**

Statistics

Telephone: **1100** calls/day average

E-mail: **730** mails/day average

CPM tickets: **2000** tickets/day average

Hrvatska Lutrija



General info about HL

The Croatian Lottery (HL) is a national lottery organization whose core activity is the organization of games of chance. HL began work in 1973 through the adoption of the gambling act. Since then it is market leader in lottery games in Croatia.

Market share of Hrvatska lutrija is (2016.):

- 24% of market share with gross profit premium 60,7 mln HRK (8,09 mln €)

Market Leader in lottery games in Croatia.

HL – our success story

LIVE in numbers:

Until 09.07.2018.



197.843 phone calls total



298.514 CPM topics total



318.193 Emails total



8 Campaigns total



41 agents total

Modules they use in Contact Centre:

- CPM
- Chat
- Email
- FAQ
- Reporting
- Calendar
- Campaign
- Scripter
- SMS
- Telephone
- Filemanager
- Tasks

About LIVE 2.0 in HL

Sectors which use LIVE 2.0

- Complaints
- Players and users
- Newsletters
- Reporting sector
- Winners sector

Number of agents and back office agents

Agents: **41**

Back office agents: **16**

Statistics

Telephone: **250** calls/day average

E-mail: **450** mails/day average

CPM tickets: **400** tickets/day average

ASSECO

SOUTH EASTERN EUROPE

Thank you