

“Exploring new commercial opportunities through capturing valuable insights - Vodafone Egypt”

Today, footfall analytics open new opportunities for gaining deeper insights on customers' needs and challenges. Our team is dedicated to add value through insights exploration and analysis to reach better decision making results for businesses.

Adhering to that, VIS BI & Research team successfully Partnered with Vodafone Egypt to explore the commercial opportunities through capturing valuable insights.

The above process strongly helped in generating a new revenue stream as well as allowing for new high value customers' proposals.

Challenge

Exploring the insights & commercial opportunities in a way that would heighten the customer experience and add value to the business.

Solution

VIS was able to :

- Exploit data as an asset
- Capture valuable insights to drive new revenue streams and enhance our enterprise accounts' overall customer experience.

Value

- New revenue stream generation
- New Added high-value proposals
- In-depth insights to better meet Vodafone Enterprise customers' needs & challenges

Vodafone Egypt in brief

Established in 1998, it is the largest Mobile Telecom Company in Egypt which contributes by 1.5% of Egypt's total GDP.

Vodafone
International
Services

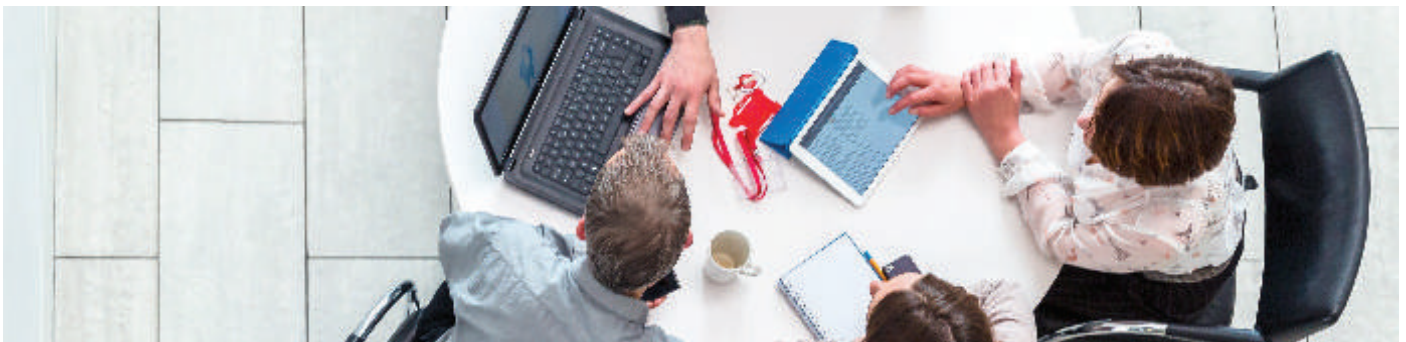


Vodafone International Services

We partner for success

Emerging from a strong library of global know-how, today VIS is confidently unleashing the value and the best practices that have been acquired, tested & applied to Enterprise customers across different industries. During its 15-year journey as a wholly owned subsidiary of Vodafone Egypt – the #1 telecom provider – VIS has been dedicated to deliver world-class efficient outsourcing & off-shoring products and

services. VIS has always been keen on being the partner of choice for all customers and continuously assured fulfilling their needs that are related to Contact Centers and Business Processes, Technology, Business Intelligence, Research and Campaigns Management, Training & Consultancy and Visa services.



Your partner of choice...

Since its initiation, the core mission of VIS has focused on one main aspect; "Value Creation". Our calibers have empowered a wide base of customer to increase efficiencies, reduce costs and enhance profitability.

1

A Vodafone Organization

Being a Vodafone organization, our mission is to empower our customers through providing the highest quality & service levels as achieved and maintained across Vodafone Local & Partner markets.

2

Customer-centric Approach Adoption

Our dedicated team of experts has different backgrounds and vendor-agnostic experience that target the utmost benefit for our customers. Our flexible and scalable offerings are designed to meet the specific needs of each customer.

3

An organization with a global footprint

VIS is armed with different delivery capabilities that empower customers while realizing efficiency and high-quality levels. In addition to global presence, VIS enjoys the privileges of being based in Egypt; the homeland of a rich pool of talents and multilingual capabilities.

We're ready when you are:



Mail

Smart Village
Vodafone C2 building, Cairo/Alex
Desert Road KM28, Egypt



Email

vis@vodafone.com



Website

vis.com.eg



Facebook

[Facebook.com/
VISEgypt](https://www.facebook.com/VISEgypt)