

“A successful revamp of the mCare solution to a more user friendly one following the app factory model- Vodafone Germany”

At VIS, we are always keen on delivering on our promise to share our global best practices to create value & a competitive edge.

As a result, VIS Technology team successfully partnered with Vodafone Germany to develop and enhance their mCare solution and replace it with a more user friendly app that meets the growing customers' expectations.

The newly developed app was able to compete in the market for being more user friendly with 300% faster time to market and less development cost.

Challenge

Developing the mCare solution which required replacing it with a more user friendly application that meets the growing customer expectations with less development cost.

Solution

VIS was able to:

- Create App Factory model to produce a monthly release
- Provide cross-operating systems' mobility solution
- Fully integrate the revamped app with the operators' self-services

Value

- 300% faster time to market increasing efficiency
- 78% reduction in development cost creating cost effectiveness
- A more user friendly interface providing a better customer experience
- Continuous improvement and regular updates using the App Factory model

Vodafone Germany in brief

A mobile telecommunications company, operating in Germany. It is a non-listed, wholly owned subsidiary of British-based Vodafone Plc. Currently; the Vodafone Germany's network serves both prepaid and postpaid customers on GSM and UMTS (with HSDPA). In December 2010, Vodafone started providing LTE (Long Term Evolution) services.

**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:



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