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Florin™

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Connect
Collaborate
Innovate

Pridis Florin

Florin™

Flexible telecom management tool

ACCESSIBILITY
Accessibility can never be taken for granted when communication is your strongest link with your customers. Experience has shown that around 20% of calls to businesses are not answered. Can you afford not be 100% accessible? Every organization with high levels of call traffic benefits from having a clear idea about its own accessibility and about the measurement of incoming, outgoing and internal traffic. That gives you a clear insight into the number of telephones, the way calls are handled and the way calls are distributed in the organization.

CLEAR ACCESSIBILITY REPORTS
Florin helps you to locate any bottlenecks in your organization's external and internal telephone accessibility. Based on the measured call flows and call data, information is compiled in standard reports that use large numbers of filters and specify the levels of telephone accessibility related to:
• Customer contact to your organization
• Customer contact from your organization
• Internal contact between reception, departments and employees
• Contact between front-office and back-office
• Telephone traffic between different locations.

The extensive set of reports is designed, so that the right manager can be given the right information, that he/she can intervene in the primary workflow, if necessary.

With Florin, you are always fully aware of the latest developments in terms of your accessibility and in terms of how efficiently telephone calls made to and in your organization are handled. You also have full control over your telecommunication costs thanks to the information that you have about the number of telephones, contracts and delivery conditions inside your organization.

TELECOM EXPENSE MANAGEMENT
Research has shown that more than 50% of companies do not know how much they spend on telecom in an average year. It is equally worrying that more than 40% of them are sure that telecom costs will increase in the future, particularly because employees are using more and more advanced mobile equipment and more varied services. In short, many companies are not sure of their exact telecom costs, but they do know that they are increasing all the time.

If the combination of uncertainty and rising costs sounds familiar, then our TEM solution is exactly what you need. It gives you a detailed overview of all your telecom expenditure fixed or mobile so that you can identify excess spending and save costs. With hosted telecom too. It is important to be aware of your expenditure so that you can gear your contract format to your spending.

WEB-BASED
You can access Florin through the web browser, and the available information is role-dependent. Reports can be emailed automatically to the right people in the organization. By means of a web interface, users receive direct access to their personal entrance to the dashboard.

> **"Do you also want to control the costs of your telecommunication and maintain an overview of your telephones, contracts and delivery conditions?"**

CONTROL INFORMATION FOR MULTIPLE LAYERS IN THE ORGANIZATION

• END USERS
End users particularly need information about their own use and consumption. They are only allowed to access their own data (especially costs such as private/work-related use, as well as call behaviour and accessibility).

Users who are aware of their own communication behaviour and have an insight into the related cost pattern, will change their behaviour in a positive sense. This can lead to 40% lower costs for telecom and service management.

• MANAGEMENT-ORIENTED USERS
Management-oriented users are mainly located in the organization's primary process. They analyse the available information, manage the system on the basis of behaviour and, where applicable, intervene in the telecom system to make administrative or technical adjustments.

• ADMINISTRATION-ORIENTED USERS
The administration-oriented users have access to the Florin contract and asset manager. They financially and technically monitor the day-to-day business related to the telephony system, and where applicable, they can intervene in the system in the case of abuse or alerts issued by Florin, for example.

Solution benefits

FOR THE USER:
• The solution is fully web-based.
• Transparent information about user authorisation and telecom devices.
• Logical classification of users and communication tools in an organizational structure to facilitate the allocation of resources, costs and reports.

FOR YOUR BUSINESS OPERATIONS:
• Accessibility module so you can measure the accessibility of the organization, departments, locations and users and then report on them and regularly distributed those reports by email.
• Interactive click-through structure to make reports and data transparent.
• Call Tracking Module for a detailed insight into the calls made in the organization, for example, based on peak hours per day, volume tendency, missed calls and calls outside office hours.
• Invoicing system with direct debit (SEPA) options.
• Contract Management enables you to actively manage multiple telecom contracts.

BASIC FEATURES

- Data exchange with a wide range of financial systems, Exact, administrative systems.
- Florin is supplied as a product in a CAPEX model, as a service in a SaaS (Software as a Service model) or as a combination of the two.
- Capacity to import the cost records delivered by your mobile provider.
- Automatic itemization of the mobile costs into private and business use.
- Charging and invoicing to internal and external parties.
- Email alert if there are changes in the system information or if undesirable telephone numbers are used.
- Florin is easy to connect to multiple software packages.
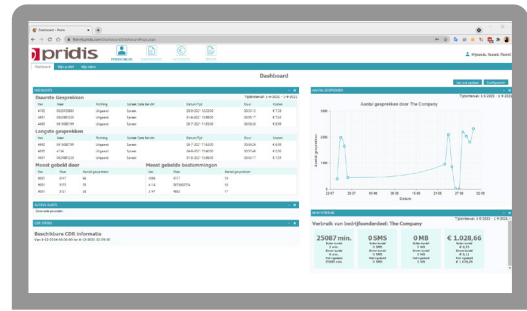
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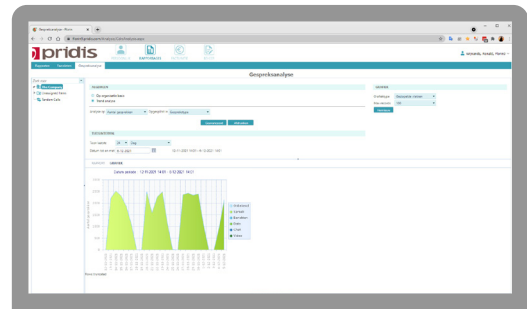
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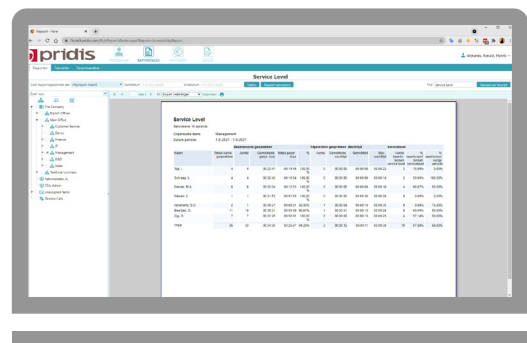
Service Level

"Please contact us for a free consultation or demonstration about our products and services. The Pridis team is enlighted to help you getting started with your business communication challenges and we're looking forward to meet you!"

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