

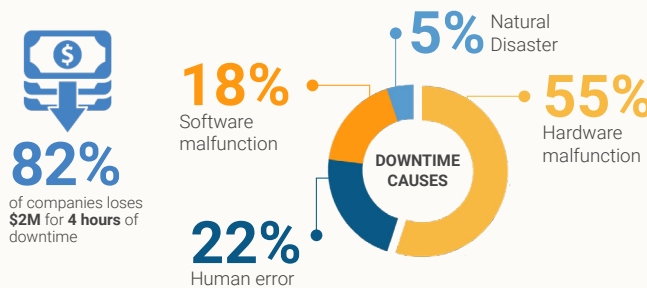
# How the telecommunications industry can benefit from predictive analytics

Empower your business and users with predictions that help honor SLAs to improve customer experience, reduce and eliminate penalties, maintain strong relationships, and win new business.

**PROJECT**
**PROBLEM**
**ANALANCE SOLUTION**

**SLA BREACH PREDICTION ANALYTICS**


Identify patterns and re-train models to flag tickets prone to a SLA breach, with over 85% accuracy. Take preventative measures by escalating requests based on severity and better resource planning to handle higher volume of tickets.


**PREDICTIVE MAINTENANCE ANALYTICS**


Empower the infrastructure team to accurately identify asset state to predict when equipment is due for maintenance, upgrade or replacement. Protect the organization and its customer from unplanned downtimes and eliminate the unnecessary costs.


**CALL FORECASTING ANALYTICS AND CAPACITY PLANNING**


Forecast the density of inbound calls based on calls received over a period to make better staffing and scheduling decisions. Proactively spot callers prone to abandoning a call by analyzing factors that contribute to this behavior.


**CUSTOMER CHURN ANALYTICS AND REDUCTION**


Identify customers at risk to churn by attributing patterns from reasons outlined from past interactions. Allows agents to prepare and focus on retaining high risk customers proactively and tactfully.

# A DATA SCIENCE PLATFORM

THAT COMBINES ADVANCED ANALYTICS AND BUSINESS INTELLIGENCE INTO A SINGLE PLATFORM

- ✓ An end-to-end enterprise analytics platform
- ✓ Code free and code friendly capabilities
- ✓ Built for all types of users
- ✓ Out of the box ML algorithms
- ✓ Advanced visualization library for dashboarding and reporting
- ✓ Enterprise-ready performance that supports scalability – ML-driven analytics
- ✓ Lower TCO by reducing duplicate investments and labor overhead costs
- ✓ Strong data governance supporting strict compliance



## **ANALANCE ADVANCED ANALYTICS**

Predict business outcomes with machine learning algorithms.



## **ANALANCE BUSINESS INTELLIGENCE**

Analyze and visualize raw historical data to descriptive analytics.

### **More Solutions**

<https://analance.ducenit.com/solutions>

### **Proof of Concept**

<https://analance.ducenit.com/proof-of-concept>

### **Demo**

<https://analance.ducenit.com/get-a-demo>

### **Try Analance for free**

<https://analance.ducenit.com/free-cloud-trial>

## **ABOUT DUCEN**

Ducen is a trusted technology solutions provider that aims to empower Fortune 1000 companies through quality solutions and services. Headquartered in Boca Raton, Florida, we help organizations simplify data management, secure business processes, and deliver insights – all in an effort to drive business outcomes and enhance the customer experience. Through our enterprise analytics platform, we build and manage data-driven digital platforms including business intelligence and advanced analytics solutions. We also offer a comprehensive services portfolio covering data management, cybersecurity, and applications development services to help clients stay ahead of the technology curve.

For more information please visit [www.analance.com](http://www.analance.com)