

hSo launches Online Customer Portal

16th May 2002

Today, hSo announced the launch of an online customer portal that will provide customers with instant access to service details, live service statistics and invoice information, as well as multiple methods of initiating contact with their account support team. This initiative forms part of a commitment to provide the highest levels of customer service in the industry.

The customer portal is available to all hSo customers via a dedicated web address, and the hSo website. Customers will be issued with their own unique username and password that will give them access to their own customised site.

The portal provides customers with information on all the services provided to them by hSo, and includes details such as current service specifications and delivery dates. They can view service incident records such as fault reports & status, as well as live service reports, for example Internet access usage statistics for the previous day, week and month (updated every 300 seconds). A full archive of invoices is also available online.

Customers can initiate a live web chat, submit a "call me" request that will prompt a Customer Service Representative to call the customer via a video link over the Internet, or send an email directly to anyone on their listed designated service support team at hSo. Customers using the "call me" facility can also co-browse the hSo website and the Internet with the Customer Service Representative whilst on the call.

Using the internal CosmoCom call centre platform solution that is being implemented in conjunction with the customer portal, hSo is able to route all in-coming communications to ensure an immediate response, even when the designated account support team are not immediately available. This particular service will initially be manned from 8.00am to 6.00pm Monday to Friday, going to 24 hours, 7 days a week in the future.

"We believe that this is a first in the broadband industry, and that our customers will find it exciting, convenient and highly beneficial," said Chris Butchers, Chief Executive Officer at hSo. "Poor customer service is one of the largest complaints in the telecoms industry. We are committed to addressing this. The customer portal is just one of the ways in which we are doing this."

The portal will also serve as a channel to keep customers informed about the latest developments at hSo, such as new product releases and network developments.

"This is only the first stage in the roll out of our customer portal, we will continue development to include more features which will enable us to provide further value to our customers," concluded Chris Butchers.

- ENDS -

About hSo

hSo offers a complete range of IT and telecoms solutions for business. Powered by best-of-breed technology, we deliver affordable high-speed solutions that immediately increase productivity, mobility and security for business users.

<http://www.hso.uk.com>

For further information, please contact:

Fraser Butters/Kelly Stroud
Spreckley Partners
E: butters@spreckley.co.uk
T: 0207 388 9988