



HP Account Opening Accelerator for Communications, Media and Entertainment

Overview

The HP Account Opening Accelerator for Communications, Media and Entertainment is an end-to-end solution dedicated to improving the account opening process for service providers in the telecom and cable industries.

Traditionally, processing new customer service contracts meant managing heavy paper work and routing physically to a central site where it was then processed and used for data entry into the customer's business application. The HP Account Opening Accelerator has standardized this process and can be added to a company's current process to help drive significant cost savings, improve customer perception, increase the number of customer engagements for retail associates, and decrease storage cost and security risks.

Eliminating the need to print and store multiple copies of subscription paperwork, the solution scans completed and signed service contracts and associated documentation, and digitally routes the contracts to a customer-specific archive for filing. This process takes less time, helps mitigate risks, such as exposure of a customer's confidential information, and assists with regulatory compliance.

Key features and benefits

- Routes scanned, signed service contracts to a customer-specific archive, automating back-end contracts, document management and archiving functions
- Control panel allows sales associates to quickly and easily scan forms signed by customers, providing the customer with the only hard copy
- Reduces storage, printing and supplies costs, positively impacting overall cash cost per user (CCPU)
- Eliminates the need to print and store multiple copies of forms and other documents
- Reduces potential exposure of customer information, adding value to a company's standardization and compliance requirements
- Reduces the chance of delinquent or former customers attempting to circumvent a system to add new features or open new contracts
- Scans signed and completed service contracts and associated documentation via HP scanners or multifunction printers (MFPs)

Availability

HP Account Opening Accelerator for Communications, Media and Entertainment is expected to be available worldwide in September 2009. Contact an HP sales

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