

## Account Management | Custom Messaging | Enhanced Engagement

Convenience isn't just a novelty, it's a necessity. Today's customer is on the go more than ever before, and the more flexibility they can have in accomplishing their everyday tasks, the better. NISC's SmartHub® is an online portal and app available for Android and iOS devices that will give your customers the ability to connect with you whenever and wherever they find themselves.

SmartHub offers a full engagement platform, from customer account management to new service rollout and wifi management. You'll also be able to communicate with your customers when and how they want through SmartHub's Messenger features.



### NISC's SmartHub provides:

- **Customer Account Management** – Your customers will have the ability to pay their bill, view their usage information, submit service issues and contact your organization directly right from the mobile app or on the web.
- **Full Messaging Functionality** – SmartHub's Messenger functionality gives you the opportunity to contact your customers in a variety of ways including email, text message, push notification, printed letters (through NISC's Automated Mailroom Services),
- **\*Gauge Interest in New Service** – SmartHub allows you to utilize the power of your membership to gauge interest prior to rolling out a new service. SmartHub's crowdsourcing tools allow you to set up zones and determine the areas that will provide the highest interest in a new service. SmartHub Order Management provides a customer self-service provisioning option when deciding to add or drop services along with providing a shopping cart experience.
- **\*Wifi Management Features** – A part of the NISC User Services System (USS), SmartHub Wifi adds functionality to SmartHub that allows your members and customers to manage their home wireless network. They can see devices using the most bandwidth and utilize other functionality to maximize their home wifi experience.

*\*Add-on Feature*

### Contact Us

Let us show you how the seamless integration of NISC's SmartHub engagement solution can engage your customers and increase your efficiency. Visit [www.NISC.coop](http://www.NISC.coop) today to learn more or contact NISC at 866.999.6472 or by email at [smarthub.sales@nisc.coop](mailto:smarthub.sales@nisc.coop).