COS Systems and GOCare Create Exceptional User Experience and Sign-Up Process for Network Operators and Subscribers

COS Systems and GOCare Join Forces and Create Innovative Solution to Revolutionize and Simplify the Customer Experience and Sign-Up Process

LAS VEGAS, NEVADA, USA, October 12, 2023 /EINPresswire.com/ -- GOCare, providing innovative software solutions to the broadband and utility industries, including a complete digital experience platform, proprietary SMS Chat functionality, Secure Payments, multi-platform NPS scoring, and a sophisticated analytics engine, and COS Systems, a leading provider of network management and billing solutions for Network Operators, Service Providers and Open Access Networks are excited to announce a strategic partnership as well as a Proof of Concept (PoC) demonstrations that will take place on the expo hall floor of ConneXions.

> **"**
> In today's competitive broadband marketplace, 'being easy to do business with' is critical!"
> *Rick Perkins, CTO GOCare*

[This collaboration brings together two industry leaders to revolutionize](#) and simplify the customer experience and sign-up process for Service Providers and their subscribers worldwide!

The PoC addresses customers' overwhelming preference for digital channel engagement and the convenience of those channels for prospective customers, existing customers, and operators alike. Combining COS System's address-search functionality (showing where fiber is available), with GOCare's intelligent data capture and flexible digital experience platform, the companies provide operators and their subscribers with a world-class customer experience and easy access to available services. The integration makes it easy for operators' subscribers to sign up for service by using digital channels such as SMS, WebChat, Social Media interactions, and even email to both get

information about fiber services available in their area and eventually sign up via those digital channel engagement mediums.

COS Systems Business Engine, a proven network management solution (BSS/OSS) supporting Service Providers, Operators, and Open Access Networks with an automated end-to-end solution to streamline fiber network management will integrate seamlessly with GOCare's analytics engine to enable operators to search for and sign up for services using the digital mediums most comfortable to their subscribers.

"In a landscape where ISPs must constantly adapt their interactions with networks and subscribers, our decision to partner with GoCare has us very excited. This partnership signifies more than integration; it opens new avenues for enhanced communication and customer experiences, while reducing operational expenses and time for ISPs and network owners. COS has always championed automation, and finding a partner in GOCare, who shares this ethos, means our combined software capabilities will empower operations to engage with customers through contemporary channels like SMS, Facebook, WhatsApp, and Instagram, with the scope for further expansion. It's about efficiency meeting innovation for superior service delivery," said Mikael Philipsson, CEO of COS Systems.

"In today's competitive broadband marketplace, ['being easy to do business with' is critical](#)", stated Rick Perkins, CTO of GOCare. "The PoC between GOCare and COS Systems simplifies customers' expression of interest to a service provider and accelerates the timeline of service delivery without the friction of legacy processes like web searches, filling out forms online or even phone calls, IVR, hold times, and more" added Rick. Furthermore, service providers are able to determine consumer demand beyond their footprint for future smart builds through this important integration between GOCare and COS Systems", concluded Perkins.

[COS Systems and GOCare are committed to helping operators worldwide](#) deliver exceptional broadband services with unmatched reliability and performance. The partnership will focus on providing a best-in-class customer experience to meet the evolving needs of service providers and their subscribers.

About COS Systems:
COS Systems is a leading provider of cloud-hosted network management and billing solutions for service providers. COS Business Engine is a proven network management solution (BSS/OSS) supporting Service Providers and Open Access Networks. The end-to-end platform provides subscribers self-service and digital sales and marketing through an online marketplace. Service orders will be automatically activated within a minute, and billing follows with no operator interaction. It offers a great user experience, increasing take rates and revenue. COS Systems has a global customer base and serves a wide range of service providers, including municipalities, utilities, network operators, and fiber ISPs. Learn more about COS Systems at www.cossystems.com.

About GOCare:

GOCare provides software solutions to the broadband and utility industries. Our SaaS portfolio includes a complete digital experience platform, proprietary SMS Chat functionality, Secure Payments, multi-platform NPS scoring, and a sophisticated analytics engine allowing our clients to benchmark their performance against other similar operators. GOCare was founded by industry veterans and incorporates its mission of "By Operators, For Operators" into how they partner with broadband industry leaders such as Vexus Fiber, Point Broadband, Bluepeak, and many others. For more information visit www.gocarecx.com.

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