



Task

Magyar Telekom – online self-service customer service (OneCare)

Industry

Telecommunications
- B2B, B2C

Year

2021 - continuous development

Legacy system transformation

We have had a continuous cooperation with Magyar Telekom since 1998, in the past 25 years we have worked together on numerous development tasks, thus contributing to the development of the Telekom webshop and their internal administration system.

Challenge

In 2021, Magyar Telekom realized that the web self-service customer service system it used at the time, based on licensed software, did not adequately support the achievement of its business goals, as it was not cost-effective enough, could not be properly customized, and did not provide the customer experience that the customer base expects from such a channel.

Task

Instead of the previous licensed solution, the development of a cost-effective own system that enables the full replacement of the old system without losing the data stored in it.

The goal was to create a self-service web customer service portal that provides simple and convenient access to the most popular functions available to retail clients (such as bill payment, balance viewing, or service modification) so that the completed system fits into Magyar Telekom's Omnichannel strategy.



“We worked in a very agile way with 4D Soft’s developers. They are aware of our business goals and understand them; have a solid professional knowledge, come up proactively with constructive solutions and deliver in a thorough and demanding way. All this in a team, where it’s great to be part of.”

Zsuzsa Cselényi

Online Selfcare Product Owner