

Telecom and Telco Software Solutions

Financial Management



Telecom Financial Management Software with Microsoft Dynamics 365 Finance providing General Ledger, Accounts Payable, Credit and Collections, Accounts Receivable, Bank Management, Fixed Asset Management and Financial Reporting. Financial Dimensions such as Department, Division, Project to allow for both capture of financial transactions and multi-segment reporting for Telcos. Inter-company transactions and multi-company Financial Consolidation. Out of the box financial reports available at an entity level and consolidated level including:

- Balance Sheet
- Profit and Loss
- Rolling Forecast
- Cash Flow Statement

Ability to drill down from a financial report to individual transactions. Statutory localization for over 40 countries.

Project Accounting



Telecom Project Accounting to manage Capital Expenditure such as new cell towers as well as Operational Expenditure such as repairs. Manage Project budgets and spending. Track multi-year projects that cross financial years. Award Projects to one or more vendors. Track vendor costs, internal labor hours, materials and track Project Budget to Costs. Maintain project cost control by summarizing actual cost, committed cost, and remaining budget to accurately forecast total expected cost, and compare with the original budget. Fully Integrated Time sheets that capture labor costs into your Projects for accurate project costing and accounting.

Human Resources



Human Resource Software to automate Telco processes with from hire to retire including Recruiting, Applicant tracking, Personnel and Employee Record Management, I-9 Compliance, Leave and Absence management Compensation management, Performance Management, Time and Attendance, and Benefits Tracking. Leave Accrual Rules by Leave Type e.g. Annual PTO, Bereavement Leave and support for both Paid and Unpaid Leave. Online application of absence with ability for managers to review and approve or reject leaves.

Employee Self-Service



Employee Portal Software tailored for Telco Staff to view and update personnel information, contact information, emergency contacts. Ability for team members to view accrued leave balance by absence leave type, submit leave requests, and enter expense reports and timesheets. Managers can view team members' information, view and approve leave requests and expense reports. Telecom staff members have the ability to view available training courses and enroll in them

Budgeting & Forecasting



Budgeting and Financial Planning Software for Telcos provides Long Term Forecasting, Financial Projections, Annual Budgeting and Track Budget to Actuals. Forecast Personnel Positions, Salary Increments as well as Operating Expenditure Budgets. Plan for Capital Expenditure with detailed cost estimates for vendors costs, equipment, labor, material and track CapEx Budget to Actuals once approved. Forecast Long-term Expenditures and enable Capital Planning.

Sales Management



Use our purpose-built Telecom CRM built on Microsoft Dynamics 365 for Customer Engagement to track opportunities for business customers and for account management for Telcos.

Customer Service



Improve Customer Satisfaction and reduce subscriber churn by using our Unified Agent Desktop and Customer Service Solution for Telecom built on Microsoft Dynamics 365 CRM.

Field Service



Use Microsoft Dynamics 365 for Field Service for Telecom to schedule installation and engineering staff, equipment and vehicles for installations, and maintenance work orders. Eliminate field service friction. and reduce “Where’s my technician?” calls. Empower dispatch and customer care teams with live map views and field service metrics. Give your customers the real-time insight they’ve come to expect.

Loyalty Management



Reduce customer churn by rewarding customers to be loyal. Offer promotions, points, rewards, and gifts for loyalty based on dollars spent and duration of time they have been a customer. Offer benefits for maintaining their subscription such as free accessories or a no-cost upgrade to their plan. Real-time and highly scalable with the power of the Microsoft cloud.

Expense Management



Automated Employee Expense Management software for Telcos including Pre-Travel Authorizations, Expense Report submission via an Employee Portal, Expense Policies that can automatically reject an entry, Multi-level approval hierarchy using a workflow designer, Expense Approvals. Browser-based with app support for mobile devices. Cloud-based running on Microsoft Dynamics 365 Finance.



Unifying the Dots in your Business



About Unify Dots

UNIFY Dots helps you connect the Dots by providing solutions that enable digital transformation. Unify Dots specializes in AI-powered ERP, CRM, Customer Engagement, Field Service, Project Operations, Ecommerce and Point of Sale solutions.

AI Agents and Copilot enabled work	Finance, Accounting, Treasury, Budgeting, Financial Reporting	Supply Chain, Order Management, Manufacturing and WMS	CRM: Sales, Service, Field Service
Human Resources Management and Talent	Shop floor management, Sustainability and ESG	Data Analytics, Business Intelligence	Customer Experience - Customer Data Platform and Marketing
Power Platform – Power Apps, Automate	IP: Mobile Order Management, Contract Management	E-Commerce & POS	Industry Accelerators –Manufacturing, Agri, Insurance, Maritime, Real Estate

Unify Dots has local presence in Asia Pacific, Australia, New Zealand, Europe, North America and operate on a global scale with a local touch. Unify Dots is also committed to improving the world and has pledged to donate at least 25% of its profit towards the case of helping educate children from low-income families in developing countries.

More Information is provided below. To request a demonstration email us at info@unifydots.com

Contact Unify Dots

Email us at info@unifydots.com to get more information on implementing Microsoft Dynamics 365 for Telecommunications Industry or contact us by calling one of our office locations or visit us at <https://unifydots.com>

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