

Digital Self-Service Portal

Give Your Corporate Customers
Full Control and Fuel Growth



Digital Transformation Starts with Empowerment

In today's fast-moving, always-connected world, digital transformation is a necessity. For Telcos, staying relevant in an era of evolving technology and rising customer expectations means embracing new ways of working, especially when it comes to your high-value corporate clients and resellers. They don't just want convenience. They expect it.

Adapt IT Telecoms understands this shift. That's why we've created a powerful, highly customisable Digital Self-Service Portal. This scalable platform has been designed to put your corporate customers and resellers in the driver's seat, while giving you full visibility, improved service delivery, and fresh growth opportunities. Whether cloud-based or on-premise, this Digital Self-Service Portal is built by you, for your corporate customers and resellers.

The Evolving Needs of Corporate Clients

Telcos are under increasing pressure to deliver more services to more people and do it faster, smarter, and with greater cost efficiency. Sound familiar?

From expanding infrastructure to onboarding new clients, scaling your enterprise offering is often easier said than done. Key account managers are under pressure to upsell, but are often bogged down in admin. Differentiation is critical, yet customer experiences remain fragmented.

Meanwhile, corporate customers expect consistent, seamless service, real-time insights, and fast turnaround times. They want:

- Support in hours, not days.
- Control from one place, not five.
- Transparency in billing and performance, not long paper trails and finger-pointing.

It's no wonder Telcos often struggle to keep up, especially when battling skills shortages, legacy systems, data compliance pressures, and mounting operational costs.





What are the Benefits?

For Telcos:

- Create new revenue streams through value-added services
- Improve customer retention with better engagement
- Optimise bundle allocation and service delivery
- Reduce admin with full self-service functionality
- Enhance security and standardisation
- Offer mobility with cloud access anywhere, anytime
- Custom branding with a white labelled portal
- Let your account managers focus on sales while customers self-manage their admin
- Mirror your offering for a familiar user experience
- Easily plug into your existing systems
- Access deeper insights to tailor future offerings

For Corporate Customers:

- Self-service control, no more ticket requests
- Real-time visibility into Voice, SMS, and Data spend
- Better financial planning through custom forecasting tools
- Track actual vs expected usage to reduce waste
- Lower frustration through faster access to support and billing
- Secure login anytime, from anywhere
- Actionable analytics for smarter ICT decisions
- Seamless integration with third-party tools
- User-friendly app for remote access
- Bulk upload capabilities for quick onboarding and data management



A Platform Built with Purpose

The Adapt IT Telecoms Digital Self-Service Portal was built with over 20 years of industry experience. It's not just a portal, it's a game-changer.

We've designed it with both Telcos and their Corporate Customers in mind, tackling common pain points head-on, which include:

- Fragmented systems
- Limited customer control
- Inconsistent service experiences
- Delayed decision-making
- Admin overload

With our Digital Self-Service Portal, all telecoms and tech data is housed in one space and is visible at a granular, per-user and company-wide level. Whether your customer wants to manage mobile lines, monitor data usage, download invoices, or configure cloud services, it's all there.

Plus, our solution easily connects with any third-party applications, making integration smooth and seamless.



Adapt IT Telecoms Digital Self-Service Portal Features

Adapt IT Telecoms' Digital Self-Service Portal offers a robust suite of features designed to simplify, streamline, and supercharge the way your corporate customers manage their telecoms and IT services. These include:

- ✓ **Full Mobile Spend Visibility**
Gain a detailed breakdown of all mobile traffic, including voice, data, SMS, roaming, and international usage, to keep costs in check and identify usage trends.
- ✓ **Individual User Monitoring**
Track mobile activity down to the user level to uncover heavy data users, spot irregularities, and improve accountability.
- ✓ **Service Control & Activation**
Empower Corporate Customers to activate or deactivate SIMs and services instantly, from anywhere at any time, for true operational agility.
- ✓ **SIM Swaps & Bundle Reallocation**
Easily perform SIM swaps or reassign bundles with just a few clicks, without needing to contact a service desk.
- ✓ **Audit Trails & Custom Reporting**
Generate tailored reports and conduct usage audits to support compliance, budgeting, and internal analysis.
- ✓ **Bulk Actions & Policy Setting**
Apply service rules, limits, or updates across thousands of users in seconds, drastically reducing admin workload.
- ✓ **Proactive Alerts & Notifications**
Receive real-time alerts when policies are breached or abnormal consumption is detected, helping Corporate Customers stay compliant and in control.
- ✓ **APN Data Management**
Get real-time insights into data consumption and performance at the network level, helping to manage usage across large fleets of connected devices.
- ✓ **Invoicing & Payments**
Allow users to download statements, view invoices, and manage billing queries independently, reducing delays and dependencies.
- ✓ **Reporting & Analytics**
Customisable dashboards and reports offer actionable insights across departments, users, or regions, with alerts for anomalies or overspending.
- ✓ **API Integration**
Seamlessly integrate with CRMs, ERPs, ITSMs, and MNO platforms via APIs and webhooks for real-time data sync and workflow automation.
- ✓ **Security & Compliance**
Meet global data protection standards like POPIA and GDPR with encrypted data, full audit logs, and strict access controls.
- ✓ **User Experience & Branding**
Offer a sleek, intuitive experience through a web interface or mobile app, fully branded to look and feel like your own platform, with multilingual support.
- ✓ **User Management & Permissions**
Use role-based access control and multi-factor authentication to manage users securely, with flexible permission settings for admins, finance teams, and more.
- ✓ **Service Configuration**
Enable corporate clients to manage APNs, roaming permissions, bundle limits, service add-ons, and more, all from one central dashboard.
- ✓ **People & Organisation**
Mirrors your customer's business structure, allowing for efficient allocation of devices and services per user or department, personalised alerts, HR system integration, and organisation-wide reporting.



What Does Implementation Look Like?

Implementing a powerful self-service platform shouldn't be complicated. With Adapt IT Telecoms Digital Self-Service Portal, you get a guided rollout process that ensures quick activation, effortless integration, and measurable outcomes.

Telco Implementation:

- Choose cloud or on-prem deployment
- Sync invoice and data feeds from MNO systems
- Connect existing customer apps and services
- Enable multi-tenant support across clients

Customer Onboarding:

- Quick activation and training
- Bulk data import
- Set organisational rules and permissions
- Easy configuration to match business goals

Success Snapshot

Curious about the real-world impact? This section highlights the measurable returns that Telcos and their corporate customers have seen after implementing the Digital Self-Service Portal, including increased revenue and improved operational efficiency. **In just 18 months, clients saw:**

8x increase in additional revenue

25% monthly growth in corporate users

25% reduction in contact centre queries



Achieve more.

Why Adapt IT Telecoms?

At Adapt IT Telecoms, we've walked this road with Telcos for decades. Our team supports you from idea to implementation, offering strategic input, technical integration, and continuous optimisation.

- 24/7 support for your clients
- Custom integration into your infrastructure
- Agile delivery tailored to your needs
- Long-term growth partner, not just a provider
- Over 2,500 corporate customers supported and 1.6 million subscribers

Client Testimonial

"You have made a massive difference to our lives today by enabling us with the necessary permissions to manage our data consumption. On behalf of the bank and all divisions we service, we are grateful to you for achieving this monumental task at such short notice."

— Head of Procurement, Leading South African Bank

A Platform Built with Purpose

The future of telecom customer experience is self-service, and the future is now. The Adapt IT Telecoms Digital Self-Service Portal offers full control, complete visibility, and effortless engagement.

Empower your corporate customers. Simplify your operations. Elevate your offering.

Let's transform your customer experience together
Contact our expert team today or book a demo here

[Book a Demo](#)



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