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My3- Instant customer satisfaction

The My3 application is now available to all Hi3G Customers in Denmark and Sweden (Mitt3) providing an unmatched level of customer service with graphical subscription overview, invoice information, frequently used contacts and much more on iPhone and Android.

The project has made 3 a front runner on digital services and support to their mobile customers.

Jayway is 3s software partner from idea to concept, development, launch and support.

Product

My3, an end-consumer telecom operator application

Media

iPhone and Android

Launch Date

October 2012

About our solution

Hi3G wanted an unique user experience combined with the highest level of digital service to their customers. There are a lot of options if your main goal is to create something unique. Not all of them are good and not all of them are realistic. Our job, apart from development, was to take part in the concept

development and design to assess what was doable within the budget frame without compromising the standard of quality and innovation that is needed for a high profile premium app.

With the My3 application the user can:

- View cost and volume for calls, messages, data and other services
- Get detailed specifications on your costs
- View latest invoices in pdf format
- Get prognosis on Customer Service response time
- View frequent contacts (3 Customers communicate free of charge with eachother)
- Get statistics on your average usage
- View how your usage changes over time

About Hi3G

Hi3G is a world leading mobile operator offering mobility services to both business and the private market.

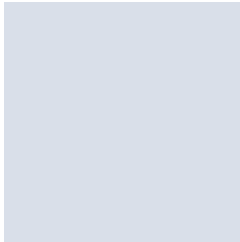
Hi3G was launched in Scandinavia in 2003 and is owned by Hutchison Whampoa and Investor.

The 3-group has around 30 million customers in 9 countries.

Jayway is a leading Nordic software company, with 170 expert consultants in 7 offices in 3 countries. We have a strong focus on skills and training, and ever since the company was founded in year 2000 our employees has been ranked among Sweden's most influential IT specialists. Our main offices are in Stockholm, Copenhagen and Malmö.

Together we deliver innovative and lasting solutions that improve our customers' performance and market positions.

Kontaktpersoner



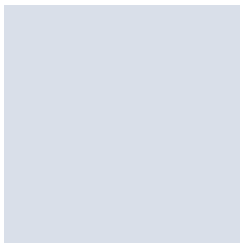
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