



Company Profile

Exceed
Everyday



“Service providers are constantly looking to deliver the best digital experience to their customers.

But it's not easy to deliver a seamless experience while the customer profiles and expectations keep changing.

They need to transform to have flexible and agile operating models so that they can adapt to changes, offer the customers what they need, and build new digital products easily.”



Etiya provides fast, cost-effective digital transformation, enhancing customer experience, accelerating value creation and revenue growth.

Its microservice-based architecture, DevOps methodology, and AI-driven portfolio offer a competitive advantage, bringing agility to its customers' businesses. Etiya's products and solutions are developed in line with TM Forum's ODA standards and principles, and use Open APIs allowing easy integration and enabling CSPs to enhance their flexibility in digital operations.

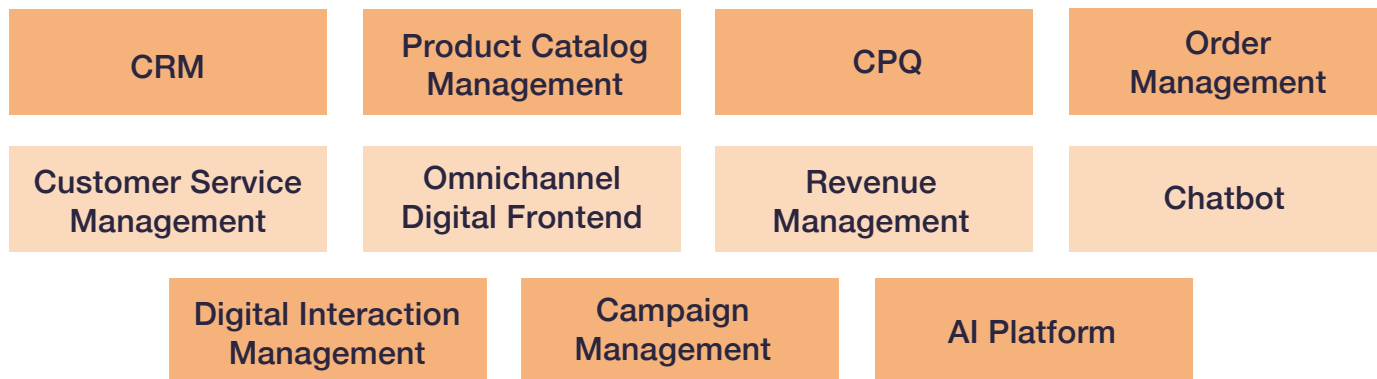
Etiya's business processes and business entities are certified to the **latest TM Forum standards, TM Forum Framework version 21.0, and achieved the highest number of conformant TM Forum Business Process Framework Level 3 Certifications and SID entities** of any vendor.

The company has achieved a **Platinum level Open API** conformance certification with **TM Forum**, and it is also a member of the **CAMARA Open API** initiative.

Etiya's innovative products enable companies to deliver a personalized, omnichannel, seamless customer experience.

- **End-to-end lifecycle management** for sales and ordering, customer management, and product management processes.
- **Tools** for product developers to create, sell and monetize innovative digital services from concept to retirement.
- **360-degree customer view** to all sales channels and a consistent customer experience across devices and channels that is enriched with predictions and personalized recommendations driven by learning-based algorithms
- **Innovative AI technologies** with natural language processing (NLP) and machine learning (ML) services including prediction, and recommendation
- **Cutting-edge technologies** to provide turnkey, end-to-end digital transformation worldwide.

COMPREHENSIVE, CATALOG-DRIVEN AND AI-POWERED PRODUCTS:



Etiya solutions are customized packages that are tailored to meet individual service provider needs and environments.

Innovative technology components that are brought together to meet a specific customer's needs autonomous learning, and sentiment analysis to reshape the customer's engagement journey..

Digital BSS

**Network Commerce
and Management**

**Customer
Engagement Solutions**





- ▶ TM Forum Outstanding Catalyst Award, Impact on Society and Sustainability, 2022-2023



- ▶ Pipeline, Innovation in CX, 2022-2023, Innovation in BSS, 2023



- ▶ Telekom Prize Most Innovative Product/Solution Award, 2021



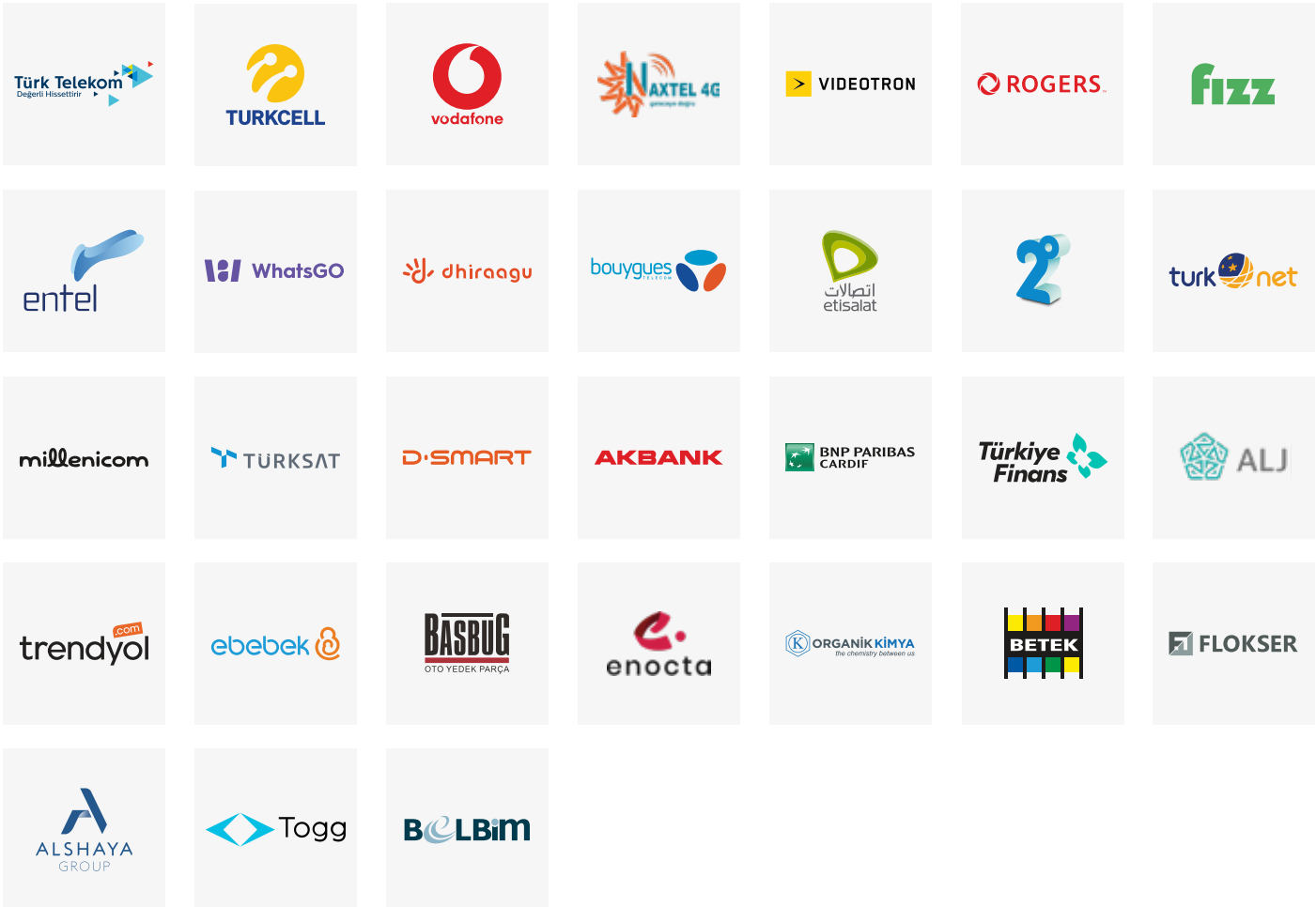
- ▶ TM Forum Disruptive Innovation Award, 2019



- ▶ TM Forum Outstanding Catalyst Innovation Award, 2019



- ▶ Pipeline Innovation Awards Runner-Up, 2019



Etiya is a leading software company providing customer experience-focused, AI-driven Digital Transformation with its award-winning product portfolio.

Founded in 2004, Etiya has more than 1600 employees and offices in 3 continents and 7 countries.

It provides turnkey, end-to-end digital transformation to many customers worldwide. Its products have been successfully implemented and proven in Tier1 service providers and have the scalability to handle millions of orders per day.

Etiya exists to move agilely beyond existing standards in its relationships with the customers, in innovation, and in its ambition to grow.

www.etiya.com

Çifte Havuzlar mah. Eski Londra Asfaltı Cd. A2 Blok
151/B No: 101 Y.T.Ü Davutpaşa Kampüsü Teknopark
Esenler İstanbul Türkiye

contact@etiya.com