

FOXTEL SELECTS LEADENT DIGITAL'S ON MY WAY SOLUTION TO ENHANCE CUSTOMER EXPERIENCE

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PRESS RELEASE



Foxtel, Australia's most innovative and dynamic media company has, through a process of evaluating options in the market, selected **On My Way** to provide their customers with real-time updates on the expected arrival of their installation or repair technician.

The solution provides Foxtel the ability to provide certainty and visibility to its customers on the arrival time of the technician whilst also maximising the technician's utilisation by avoiding wasted visits. Added value comes from security information to provide Foxtel's customers with peace of mind, on-screen targeted marketing messages and seamless integration with the scheduling system.



Alastair Clifford-Jones, Leadent Digital's CEO said *"For us to be working with one of Australia's most forward-thinking service management companies is an honour and a testament to our development team who continue to produce relevant and exciting products."*

Angela Figueroa, Head of Foxtel's Home Service & Supply Business Operations said *"Customer Service is a key aspect of our operations and, with On My Way, we are able to provide certainty and enhance the experience for all our customers."*



Leadent Digital supports organisations to optimise their service management operations whilst enhancing customer service. It achieves this through technology deployment, management consulting and its own software products, all delivered by experts in field service.

Foxtel is Australia's most innovative and dynamic media company, providing a premium, streamed and live, sport, movies, drama, news and entertainment experience; including Australia's only dedicated, live, 4K broadcast channel.