

KPNCare Customer Portal

Realtime network monitoring, reporting and intelligence

The KPN International Customer Portal makes it even easier for you to do business with us. This online tool allows you to monitor and manage your services via a secure, single-point of access. Use of the portal is free of charge for all our customers, and gives you more insight and control than ever before. Instant access to performance, service and billing information puts you in the best position to make fast and well-informed decisions about your services with KPN International.

Access

You can access the portal at any time from any internet connection. This makes it convenient for you to find the answers you need at a time when you want to ask the questions. Just log into “My KPNCare Portal” from www.kpn.com/international. If you are a new user, please follow the account set-up instructions.

Features

Your Customer Portal delivers an extensive range of functions via an easy-to-use interface. You generate real-time views from data held on our back office systems in a completely secure environment.

Installed base

- Examine your current services

Order status

- Track the status of any current order

Service management

- View trouble tickets
- Submit requests for minor changes to IP services like adding IP routes or changing IP numbers
- Detailed monthly service reports (for a small additional fee)

Network monitoring

- Monitor your KPN International network performance

Invoice analysis

- Download, view and analyze invoices

Minor changes

- Request and monitor the small IP adjustments needed to keep your network in-line with the changes in the organization. Execute minor modifications to Value Added Services including video conferencing and managed firewall.

Contact management

- Manage your own and your colleagues’ contact details in order for us to reach you according to your preferences.

User management

- Create portal user accounts and assign roles. The designated administrator can set account holder rights module by module.

KPNCare Customer Portal

Realtime network monitoring, reporting and intelligence

Benefits

Reliability

The portal is there whenever you need it. Because all data is drawn directly from our management systems, you gain a real-time overview of your services. You can rely on the portal throughout the service lifecycle. Consistent information means that response and resolution times are optimized.

Secure Access

The Customer Portal is secure, keeping all personal and business data confidential. You stay in control: you nominate an administrator who holds super-user control and who is authorized to add, modify and delete user accounts.

Support Desk

Even though the portal is fully automated, you don't lose the human touch. Our international business support desk staff are on hand to answer questions about topics such as portal access, services or subscriptions.

Online Help

The portal is fully documented online with contextual help and step-by-step instructions. This helps new users get straight to the benefit and more experienced users exploit the richer functions to the full.

User Convenience

The KPN International Customer Portal gives you direct access, 24x7, from any internet connection. It saves you time too, enabling you to manage your services and requests efficiently online.

It's free

Our Customer Portal is free to all KPN International customers.

Why KPN International?

For KPN International, the quality of customer relationships is always the top priority. We have invested in the new Customer Portal to make it even easier for you to do business with us, and most importantly, to save you time and effort. Simplicity is important, and the new portal is an easy-to-navigate, single point of secure access for all information relating to your individual KPN International service history.

For more information, contact one of our sales representatives or visit www.kpn.com/international

Netherlands	France	Germany	UK
KPN International P.O. Box 30000 2500 GA The Hague The Netherlands Tel: +31 10 428 9571 Fax: +31 70 3430955 Van Heuven Goedhartlaan 121 1181 KK Amstelveen Tel : +31 20 545 6789 sales@kpn-international.com www.kpn.com/international	KPN International 12/14 Rond Point des Champs Elysées 75008 Paris France Tel : +331 5353 1521 Fax :+331 5353 1556 frsales@kpn-international.com www.kpn-international.fr	KPN International Darmstädter Landstr. 184 60598 Frankfurt Germany Tel: +49 69 96874 270 Fax: +49 69 96874 279 info@kpn.de www.kpn.de	KPN International 4 th Floor, Regina House 1 Queen Street London EC4N 1SW United Kingdom Tel: +44 20 3417 7053 uksales@kpn-international.com www.kpn.com/international