

## HiQ STREAMLINES POLYSTAR'S OPERATIONS

**Polystar is a market leader in analytics, services and products for improved network performance, helping telecom companies worldwide to optimise their customer experience. Now, in order to offer customers even quicker and better service, Polystar has chosen HiQ as its strategic partner.**

“We often receive specific requests and orders from our customers. As we at the same time want to work with developing our own products and services, the pressure is high. With HiQ’s help, we can improve our response times and increase our overall delivery capacity, and we don’t need to turn down customer-specific enquiries. This increases customer satisfaction among our own customers, and also among our customers’ customers – the subscribers” says Mikael Grill, CEO, Polystar Sverige AB.

As strategic partner HiQ works on Polystar’s customer-specific adaptations. As the HiQ team takes over responsibility for processing requirements, developing and testing customer adaptations, Polystar can focus fully on its own strategic product development activities.

“Polystar is a world-leading supplier within monitoring and system optimisation of telecom networks – through visualisation techniques, user-friendly digital solutions and tools. HiQ’s telecom proficiency, combined with profound know-how within both users and business, helps to make Polystar’s operations even more successful,” says Magnus Gudéhn, Managing Director of HiQ in Stockholm.

Polystar has customers all over the world, most of which are suppliers of electronic communication services, for example as mobile operators or network equipment manufacturers.

“We have many years’ experience of assisting global players in different ways to make processes simpler and more efficient. In this case we are making it easier for Polystar to offer good service that generates more customers and strengthens business, while ensuring a better experience for the end-users,” says Lars Stugemo, President and CEO of HiQ.

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