

# EliteBusiness



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eBook

# Introduction

Elite Business is a brand-new elevated experience that has been mindfully crafted to offer you richer business value through simplified direct dealing, care that is reliable and connected, with the promise of limitless empowerment and much more.

# We value our customers

Word by:

**Esam Mahmoud**

SVP SMB Sales & Marketing



Our team is here to get your business up and running. We are here to design, support and deliver a reliable high-quality solution.

With Elite Business, our experts work together to meet all your business needs efficiently and effectively.

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# How we deliver our solutions to your business

At Elite Business, we are committed to excellence in service delivery. Our advanced automated solutions streamline the entire ordering process making delivery easier and faster for our customers. Even though our automated solutions ensure a seamless delivery, we understand the importance of human touch. Our dedicated account managers can track your order end-to-end and provide support for all your requests or line installations. You can grow your business with our cost-friendly and effective solutions designed around your convenience.





# Clear process and communication

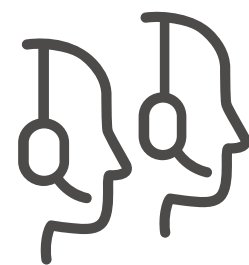
Stay tuned to Elite Business for a brand-new experience

## Elite Business Experience



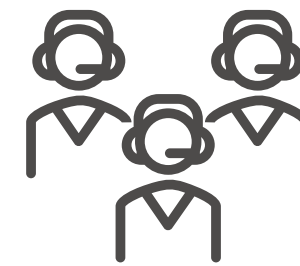
### Dedicated relationship manager

One-to-one access to an experienced relationship manager for all your business needs across telecom and digital solutions.



### Technical consultants & solution architects

Get in touch with our technical consultants on **80077333** or reach out to your relationship manager to engage our solution architects.



### Specialised digital experts

Kick-start your digital transformation journey with our specialised team.



### Dedicated billing & payments relationship team

Get in touch with our relationship team for your billing and payment queries at **[Elite\\_collection@eand.com](mailto:Elite_collection@eand.com)**



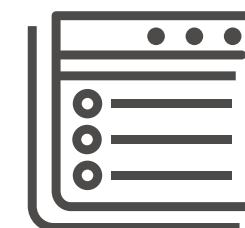
### 24x7 engaged care access for service & support

Around the clock support with enhanced features at **8005800**



### Digital empowerment to manage your account online

Take control of your business with our Business Online Portal and mobile service centre.



### Innovations, solutions, and offers

Access an exclusive range of bundles and tailored solutions across ICT and digital services at **[elite.ae/elitebusiness](http://elite.ae/elitebusiness)**



### Meet us

Address all your queries and requests instantly. Drop by and meet our experts at the Jebel Ali Business Lounge.

# Reach & Support anytime

Our team of expert technical consultants and solution architects offer tailored solutions for your unique business requirements.

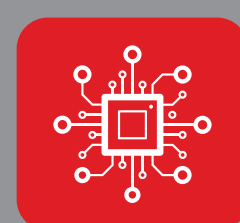
Our multi-channel customer service channels ensure around the clock smooth and efficient handling of all queries, requests and complaints.



**Mobile  
Solutions**



**Fixed  
Solutions**



**Digital  
Solutions**



**Business  
Devices**



**Business  
App Store**

## End to End Visibility

Our B2B Portal offers customers complete visibility and control of their accounts, bills and orders. It also allows them to raise inquiries and complaints.





# Business Online Portal & Mobile Service Centre

## Business Online Portal Key Features

Enjoy a host of benefits with a single portal that allows you to manage and monitor your accounts, bills and orders. Including analytics, reporting, custom orders and tracking, 3D billing, overseeing your bills over the last 6 months, making bill payments via online banking transfers or through credit/debit cards and ordering devices or add-ons hassle-free online.



Track your  
service requests



Order new  
service



Analyse  
your express



Manage your  
accounts



Pay your bills

### MSC Tutorial



Ts & Cs apply



# Mobile Service Centre

## Key Features



Manage your mobile services quickly and conveniently



Apply network controls to switch between on, off and no-action to control data and roaming setting for employees



Enable or turn off SMS notifications and control the type of messages received by you and your employees



Receive custom notifications, alerts and service recommendations based on your personal usage



Reach out to us today to manage, order, track and pay anytime, anywhere

# Elite Business is here for you.

With e&, you are set for a more connected future.

We understand that your business needs are unique and mission critical. We bring a broad range of innovative solutions and offers across mobile, fixed and digital services to explore, experience and meet your current and future business needs.

## EliteBusiness



## Reach us.

[elitebusiness@eand.com](mailto:elitebusiness@eand.com)

