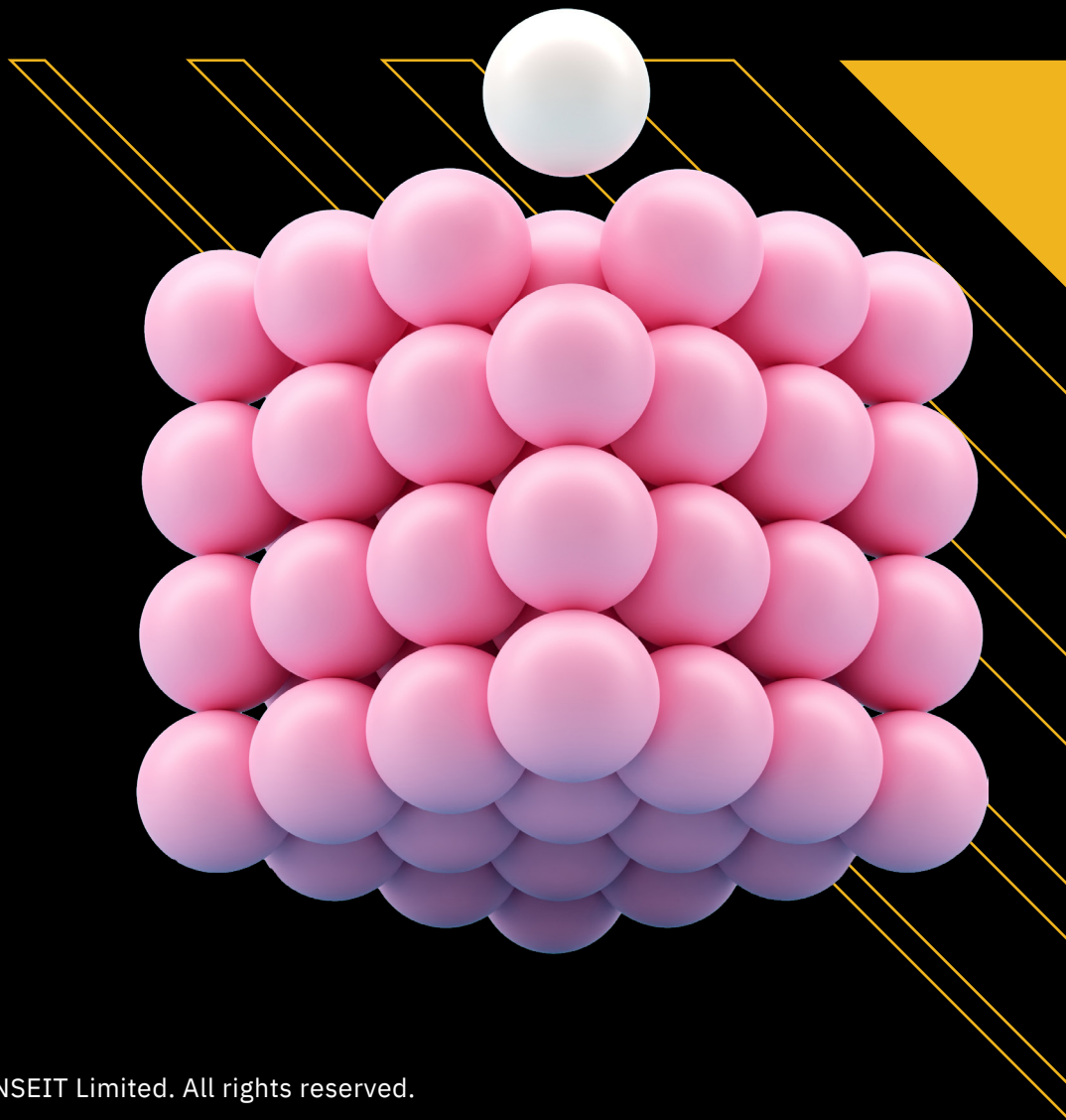


ChurnWise –

A Modern and Intuitive Approach to Customer Retention

Navigating Customer Churn Challenges with Precision and Insight

BROCHURE





Overview

In a landscape defined by evolving customer preferences and fierce market competition, the ability to comprehend and address customer churn is a make-or-break factor for businesses. Enter ChurnWise, an avant-garde Customer Churn Propensity ML Model that transcends conventional

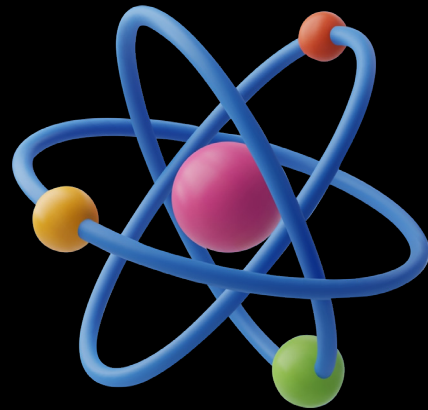
approaches. By harnessing the power of demographic and behavioral attributes, ChurnWise not only analyzes but strategically interprets customer churn, offering a revolutionary perspective on retention strategies.

The Challenges

- ▼ **Decoding Customer Departure:** Understanding why customers choose to leave is a perplexing puzzle for businesses, impacting their ability to anticipate and respond effectively. Customer departure goes beyond a numerical loss; it involves decoding the intricate layers of customer behavior and demographics to unveil attrition dynamics.
- ▼ **Preserving Customer Base Integrity:** A consistent drop in the customer base is a red flag, potentially eroding brand loyalty and market presence. The challenge extends beyond mere numbers to the preservation of the customer foundation.
- ▼ **Halting the Revenue Decline:** The decline in business revenue is often linked to unaddressed customer churn, posing a threat to the overall business ecosystem. The challenge here lies not only in financial metrics but in sustaining a healthy business.
- ▼ **Strategizing for Customer Retention:** Crafting effective customer retention strategies requires actionable insights. The challenge isn't just in developing strategies but doing so with precision and relevance, crucial for thriving in customer-centric markets.

The **Solution**

ChurnWise, the Customer Churn Propensity ML Model, tackles these challenges head-on. By computing churn propensity scores and categorizing customers into High, Medium, and Low segments based on churn probability, ChurnWise lays a robust foundation for targeted retention strategies. The model's transparency is underscored by feature weights, offering directional understanding of model attributes, and comprehensive model explainability, providing detailed insights into churn probability computation at each customer level. This solution empowers businesses with the knowledge and tools needed to strategically intervene, preserving customer relationships, safeguarding revenue streams, and fostering sustainable growth in a dynamic business landscape.



The **Features**

Churn Classification:

Categorization of churn probability scores into High, Medium, and Low segments.

Feature Weights:

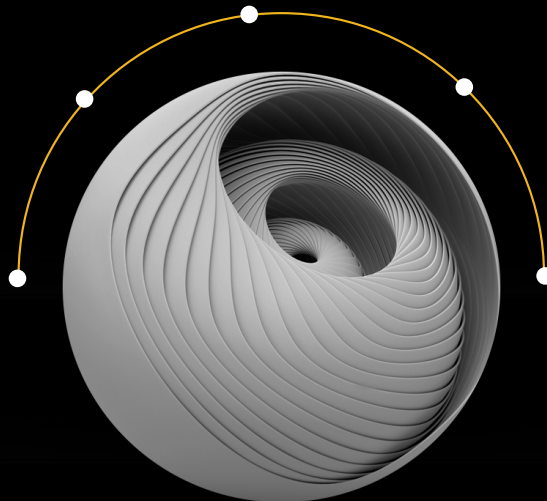
Directional insights into the importance of model attributes.

Model Explainability:

Granular understanding of churn probability computation at each customer level.

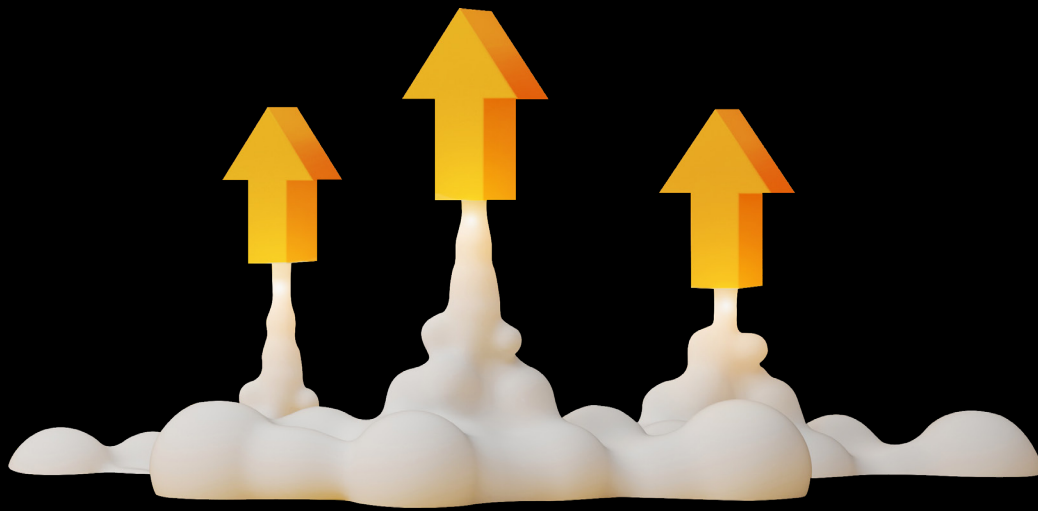
Churn Propensity:

Accurate computation of churn probability scores for all customers.



Multi-Business Sector:

Applicability across diverse industries such as Banking, Insurance, Financial Services, and beyond.



The **Benefits**

- ▼ **Early Identification:** Proactively identify customers at high risk of attrition.
- ▼ **Strategic Retention:** Devise and implement effective strategies to retain high-risk customers.
- ▼ **Customer Retention:** Ensure the long-term sustainability of customer relationships.
- ▼ **Sustainable Growth:** Experience continuous expansion in customer base.
- ▼ **Revenue Upsurge:** Halt the decline in business revenue through proactive intervention.

About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure &

Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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