

ERP "Userside"  
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Rīga,  
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### ***RETN Baltic success with ERP "Userside"***

Since implementing ERP "Userside" as our ERP solution, RETN has experienced a significant boost in efficiency and customer satisfaction.

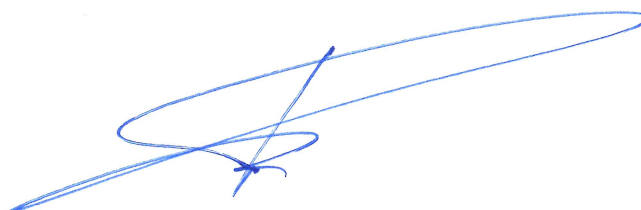
RETN commonly use ERP "Userside" offered features specifically designed for telecommunication service providers, like fiber management and service provisioning. This streamlined approach saves us time a lot and eliminates the need for complex workarounds. With ERP "Userside", we have a centralized platform for managing our fast-growing fiber network assets, allowing for better and faster decision-making. This translates to faster service requests response times and improved communication, leading to happier customers.

The web-based nature of ERP "Userside" is a game-changer. Our team can access the platform from anywhere with an internet connection, increasing flexibility and productivity. No more worrying about software installations on individual devices.

The ERP "Userside" team has been really helpful throughout the implementation process and beyond. They're knowledgeable about our business needs and responsive to our inquiries, ensuring a smooth user experience.

Overall, ERP "Userside" has become an invaluable asset for our communication service business. We started with using the service for RETN Baltic first and quickly expanded to other regions. The industry-specific features, user-friendly interface, and excellent customer support have empowered us to operate more efficiently and deliver exceptional service to our customers.

Artjoms Nikiforovs  
SIA "RETN Baltic" Technical Director

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