

NuSummit

BROCHURE

ChurnWise – A Modern and Intuitive Approach to Customer Retention

Navigating customer churn challenges with precision and Insight



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.

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.

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.



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 Propensity:** Accurate computation of churn probability scores for all customers.
- **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.
- **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:

The growing complexity of enterprise IT systems makes minimizing downtime and ensuring peak performance challenging.

About NuSummit

NuSummit is a global technology leader in AI-led digital transformation, specializing in applications, data, analytics, cloud, and cybersecurity. With over 300 clients worldwide, including 22 Fortune 500 companies, NuSummit supports organizations across industries. Our core expertise lies in banking, insurance, and capital markets, where we offer specialized solutions for these sectors.

With over two decades of experience and 3,000+ professionals, we deliver AI-driven, end-to-end solutions that integrate advanced cloud infrastructure and cybersecurity. Certified to top industry standards and backed by a robust partner ecosystem of hyperscalers and niche innovators, NuSummit is a trusted partner for secure, impactful digital innovation.

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