

Leading financial institution Enhances System Reliability and Business Continuity with ITApps IP Contact Center Solution



Overview

Customer

Leading financial institution

Industry

Consumer Finance and Insurance

Geographies

Hong Kong

Technology

Avaya IP Contact Center Solution

Our client is the leading financial institution in Hong Kong with its headquarters in New York. The company offers a comprehensive product line of insurance, together with a wide range of consumer financial services. It operates with a mission to deliver superior customer services and stay ahead of competition through deploying advanced and appropriate technology.

Business challenges

In 2006, the company actively expanded its contact center requiring new and advanced contact center solutions to improve customer services, enhance its agent's productivity, support multiple locations, and protect existing applications. At the same time, the company needs a scalable communications platform that would support future business strategies.

To ensure the business continuity during migration, the company was looking for an experienced solution provider who could share best practice and excel in project management.

ITApps Solutions

Being a long term contact centre partner with the company, ITApps solution was chosen to bring its contact center and back up office transit to IP telephony, more than 300 IP phones were installed. The solution also includes a robust communication platform with an elegant hardware architecture and disaster recovery system, providing sophisticated applications that are remarkably easy to use, administrate and maintain.

Experienced project management to minimize service down time

ITApps team of professionals with strong track record of successfully implementing IP Contact Center Solutions, they did thorough network assessment and prepared comprehensive contingency plan before project rollout. Temporary PABX service is provided for operation units of card lost, card authorization and customer service hotlines. It therefore achieved zero downtime on PABX system during switch-over.

Solutions features

- Robust and scalable IP Telephony platform
- Temporary PABX service to minimize service down time
- Enterprise Survival Server to provide disaster recovery solution
- Remote gateway to allow centralized management

Benefits

- Enhanced system reliability and continuity
- Improved customer service level
- Improved operational efficiency
- Flexible and scalable to protect investment

Technology

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Proven Returns on Investment Enhanced system reliability and continuity

With the Enterprise Survival Server (ESS), the system configuration can be backed up daily to enable disaster recovery for any failure occurs. The secure and reliable operations have strengthened business continuity and reduced maintenance costs.

Improved customer service level

The solutions enabled IP contact center environment, enhanced call center capabilities and improved customer experience. Agent productivity and interactivity with customer are significantly increased through the rich IP phone functions and features.

Improved operational efficiency

Through the deployment of remote gateway, the company centralized management of contact center and backup office. It reduced operation cost and improved productivity.

Flexible and scalable to protect investment

With the best devices, solutions and applications for ongoing enhancements, the solutions provide a scalable communications platform to support company's future business growth.



ITApps Limited

Suite 801-806 Level 8
Island Place Tower
510 King's Road North Point
Hong Kong

Tel (852) 2806 6888

Fax (852) 2806 6820

www.itapps.com

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