

Customer Quote



Computacenter
Services & Solutions

"The relationship we have developed with TeleWare over the past 10 years has been outstanding and the fact that the original 30 port IVR solution has grown to over 500 ports is an indication of our confidence in their technical ability and excellent service delivery.

"When we migrated our infrastructure to IP, we re-evaluated TeleWare's competitors but remained with TeleWare as our IVR applications supplier as we believe them to be the best option for our requirements in the marketplace."

Richard Rankin, IS Design Authority
Manager, Computacenter

Business Challenge

- To replicate the successful managed service desk operation in the UK to other European locations to meet growing customer requirements.
- To provide customers with a consistent experience across the services offered by Computacenter.
- To provide a solution that optimised operational efficiency and minimised business risk.
- To maintain normal service levels throughout the infrastructure changes.

Solution

Migration from multiple traditional TDM telephony PBXs to a single SIP-based IP infrastructure across the company's international offices and selected customer sites.

Transition of the existing TeleWare telephony applications platform to a high availability distributed architecture serving each location.

Managed Helpdesk

Computacenter's Service Support Centres provide information and assistance – primarily to external customers but also internally to its own staff – by telephone, which still accounts for some 50% of contacts.

Analysts provide skills and expertise in a wide range of areas covering, for example, different hardware platforms, operating systems, communications and business applications software. In addition, a pool of analysts will be familiar with each specific customer.

Such is Computacenter's professionalism and focus on supporting its customers that callers are often unaware that their helpdesk service has been outsourced.

Efficient handling of calls into the Service Support Centres is vital in maintaining Computacenter's SLA (Service Level Agreement) with its customers whilst making best use of analysts' time and controlling costs.

About Computacenter

Computacenter is a leading European independent provider of IT infrastructure services. The company helps its customers maximise the value of IT by advising on IT strategy, deploying and integrating appropriate technologies, and managing elements of their infrastructures on their behalf. At every stage, Computacenter helps them minimise the cost and maximise the business value of their IT expenditure.

About TeleWare

As a leading supplier of telephony applications, TeleWare has extensive expertise and experience in systems integration. We have integrated our solutions with most PBXs and IP PBXs, including Microsoft OCS and Cisco UCM installations. TeleWare is a Microsoft Gold Certified Partner.

IVR Improves Customer Service

Many calls into the Service Support Centres are to report faults or service outages. By recording service announcements on issues such as known faults and scheduled system downtime and presenting these automatically to callers via the IVR (Interactive Voice Response) system,

typically, 15% of all calls can be satisfied promptly without the caller needing to speak with someone personally.

A menu system is then used to route the remaining calls through to an analyst with the required skill-set. For example, callers may be asked to press 2 if requiring support on an email issue. Pressing 2 will route a caller to one of a team of analysts familiar with the email environment adopted by that particular customer - identified by the CLI (Calling Line Identification). A whisper announcement to the analyst provides information about the call. This typically includes the customer name (based on the CLI) and the menu option selected by the caller (e.g. Lotus Notes query) and enables the analyst to answer the call appropriately.

Migration to SIP-based IP Infrastructure

Over a two-year period, Computacenter migrated from its traditional TDM telephony network to a single carrier class SIP-based IP infrastructure covering the company's UK and international offices as well as selected customer sites. As TeleWare supports both DPNSS and SIP protocols, the platform served as the 'glue', continuing to provide consistent IVR services during the phased migration to the new IP network.

Distributed Architecture Provides Flexible Localised Services with System Resilience

Alongside Computacenter's migration to an IP infrastructure for its call centres, TeleWare reconfigured the applications platform, moving from a single file server to a high availability clustered file server using Marathon everRun technology.

This allows any future system maintenance and upgrades, previously done outside normal working hours, to be completed without requiring system downtime.

The next stage of the roll out was to install a TeleWare server at each remote site. In conjunction with remote SIP gateways, these provide localised IVR resources, including local language support where appropriate. Each local IVR resource has its own back-up file server which is synchronised with the central clustered file server using DoubleTake, another Marathon product. Under normal circumstances, calls into one call centre can be overflowed into any other to maintain service levels.

In the event of a single system component failure, a local file server assumes a primary role in order to maintain local services.

Multi-Applications Support

In addition to its primary function providing IVR services, the TeleWare solution includes Voicemail as an end point on each IVR.

This enables customers to leave messages when calling outside normal contracted hours, for example.

TeleWare also provides Computacenter with a corporate voicemail service, personal numbering and wide area call distribution to support geographically dispersed teams of staff. TeleWare Web Assistant, a browser-based application, allows staff to control their call routing and manage their mailbox on-screen as an alternative to using the telephone. A 150-seat call centre solution, independent of the managed service desk requirement, is also provided by TeleWare.



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