ENKAY

ENKAY CONVERGED TECHNOLOGIES LLP
(A Lalbhai Group Company)

CASE STUDY

A LEADING GLOBAL CONTAINER SHIPPING COMPANY IS NOW EQUIPPED WITH **CENTRALIZED COMMUNICATION INFRASTRUCTURE** AT REDUCED COST AND HELP DESK ENHANCING **CUSTOMER SATISFACTION**

CUSTOMER
Logistic & Shipping Company

INDUSTRY
Shipping & Logistics

CHALLENGES
- Operational and Services issues due to multiple vendors and end of support/ life led to risk of total shutdown of communication infrastructure due to non-availability spare parts.
- To enhance customer satisfaction they required centralized help desk and reporting software for management review.

SOLUTION
- Single vendor solution across locations enabling one user experience for all and flexibility to add new sites effortlessly
- In-skin software based ALE OmniTouch Contact Center – SE Solution for 35 Agents with real time monitoring
- A centralized Call Accounting and Alerting Software enabling centralized MIS reporting for management review and identify and respond to missed/ unhandled calls. latest AV integration and automation technology with extremely stringent timeline of 4 weeks.

RESULTS
- Free inter office calling across branchesand HO over customer's intranet, one user experience for all and flexibility to add new sites easily
- Customers are now directed to dedicated help desk eliminating wait time & providing prompt customer support and MIS reports for management review

A global container shipping company headquartered in Mumbai, India with presence in 16 locations nationwide.

CHALLENGE

The customer had operational and services issues with their existing communication infrastructure as there were several EPABX systems supplied by different vendors at various locations, who had no linkage. Due to absence of Centralized Management System platform and PBXs working on silos, the maintenance for the system became a serious challenge. Some of these were at EOS/EOL (end of support/life)which led to non-availability of spare parts increasing the risk of total shutdown of the communication infrastructure.

Due to the above said concerns, their existing communication system needed to be upgraded on SOS basis to have the state of the art and efficient voice infrastructure based on new technology platforms which can also offer insights in terms of usage and statistics. In order to enhance their support services, the customer wanted to have an efficient inbound help desk solution with 35 agents at their HO at Mumbai offering ACD reports and also centralized call reporting software to keep track on their total communication expenses and identify "Unhandled Calls"for management and reduce to the bare minimum level.

The customer was in hunt of a communication vendor who has expertise to understand their pain area and can bring in the latest technology, who is reliable& stable enough to support all their offices across country for many years from a single window.

ABOUT ENKAY

A Lalbhai Group company – Enkay Converged Technology LLP designs and executes a wide range of technology solutions for your enterprise – your customers, people and processes, to help you compete in a fast-paced technology landscape.

With 37 years of industry experience, Enkay today, has a significant presence in the enterprise business such as BFSI, healthcare and manufacturing and enjoys leadership position in hospitality segment. Enkay has been rated among the best in terms of having strong after sales support set up backed by professional SLA.

AV Integration & Automation

Enterprise Communication

Network Infrastructure

Security & Surveillance

SOLUTION

Enkay understands the requirements of today's organization and helps customer to improve business responsiveness while offering employees more flexibility in the way they work. Enkay deployed Alcatel-Lucent Omni PCX Enterprise system at their Mumbai HO & Omni PCX Office across the branch offices addressing following key aspects:

- Offering free inter office calling across branches and HO over customer's intranet, one user experience for all and flexibility to add new sites easily
- In premises ALE unified communications solution delivering Multi-Device, Multi-Party and Multi-Media functionality
- In-skin software based ALE OmniTouch Contact Center – SE Solution for 35 Agents with real time monitoring of various processes along with detailed historical reports enabling assessment of agent's efficiency and overall service levels. The dedicated help desk eliminated wait time thus ensuring prompt customer support.
- A centralized VIZIOCAAP –Call Accounting and Alerting Software enabling centralized MIS reporting of PAN India business calls for management review. It also enables them to identify missed calls and unhandled calls in the system and address them effectively.
- A dedicated ALE OmniVista 8770 NMS Solution to manage and maintain the entire topology centrally for prompt diagnostics and faster resolution.

CUSTOMER BENEFIT

- Single vendor solution
- Distributed Solution over multiple locations enhances operational efficiency.
- With centralized MIS reports of all 18 locations enabled management to review the help desk services, ultimately enhancing customer service level.
- With centralized MIS, they are now in position to identify missed calls and unhandled calls details to take action on
- The customer can now achieve higher level of customer satisfaction due to efficient call reporting.

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