



CASE STUDY



Unified Communications

When our prominent utilities client reached for the stars. We delivered the tools to get them there.

AT A GLANCE

- 2,700 user Avaya Communication Manager solution
- 1,800 user Avaya Aura Contact Centre solution
- 700 user Avaya Workforce Management solution
- 40 user Avaya Proactive Outreach Manager dialer solution
- 240 port Avaya Experience portal IVR solution
- 1,000 users Avaya Call Recording solution
- 4776 User Nortel Meridian estate for Back Office users covering 85 sites
- 800 users Aspect Workforce Management solution
- 60 user Aspect Dialer solution
- RMG Wallboard Estate
- 20 sites of key system support with Siemens

CUSTOMER'S OPPORTUNITY

As a large water utility company that manages the regulated water and waste water network in North West England to a population of nearly 7 million, our client wanted a technology partner that would pro-actively drive technology innovations into their business. Helping them improve customer experience and reduce their cost to serve – which, aside from being best practice, also holds a major bearing on their SIM scoring (service incentive mechanism).



HOW WE ENABLED IT

To help this large organisation with their Customer Excellence goals, IP Integration introduced its Managed Services offering, and has provided a 7 year engagement that provides 24 hour cover, seven days per week, 365 days per year, with two on-site resident engineers. It encompasses the organisation's entire Unified Communications and Contact Centre environment via a heavily regulated Official Journal of the European Union.

IPI provides a collaborative dual located NOC (Network Operations Centre) with central ownership of all service tickets, an ITIL V3 compliant ITSM System, and an online Customer Portal. Our Service Management Analyst and skilled technical resolver groups work seamlessly in a collaborative environment and are driven to deliver concise and timely communication. Proactive Infrastructure Monitoring (Prognosis) also gives us the ability to respond quickly to business critical issues so the organisation experiences zero to little down time and ultimately avoids loss of service.

Network services delivered:

- Full Managed Service to ensure customer excellence and service delivery
- Problem and change management within UC and Contact Centre environment
- Service and quality improvement on a continuous basis
- RAID – Risk, Actions, Issues, Dependencies
- RACI – Responsible, Accountable, Consulted, Informed
- Performance monitoring, diagnosis and reporting
- MIM – Major Incident Management

IP Integration were able to clearly demonstrate the vast expertise we hold around large scale Managed Service provision with a particular emphasis on Avaya Technology which in time became this utility's enterprise wide standard vendor technology serving the Unified Communication and Contact Centre environments. IPI also clearly articulated our vision on a very specific technology roadmap strategy for the organisation to provide a much simpler, consolidated technology environment that would deliver significant commercial and operational benefits – this was a major consideration in their scoring mechanism. Finally, after having worked with a leading UK Enterprise Managed Service partner for many years, IP Integration heavily emphasised the significant daily benefit of dealing with a partner that can deliver a flexible, agile and commercially competitive service.

OUR CUSTOMER IS HAPPY BECAUSE

IP Integration really knows it's stuff, especially when it comes to Managed Services. They really understand the pressures of the utility market, the ins and outs of regulation/deregulation, and the importance of customer service excellence. They have delivered a number of significant and complex Customer Experience projects that have truly had a transformational impact on the business as a whole.

IN OUR CUSTOMER'S WORDS:

"Working with IPI has allowed us to continue to reach our customer service excellence goals, improve internal processes, lower costs, and achieve a higher SIM score, benefitting both the entire organisation and its' valuable customers."

24/7

cover for seven years, provided by an IPI Managed Services offering.

Find out how IPI can enable your business today and in the future.

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**DELIVERING
BEYOND TODAY.**