

Software Company Achieves Major Cost-Savings



CHALLENGE

- Current Technology Was Aging
- Costly To Upgrade Old Technology
- Lack Of Call Center Solution
- No Multi-Lingual Support
- Poor Communications Between Sites

SOLUTION

- Deployed New Technology Into Existing VMware Environment
- Implemented A Multi-Lingual Call Center
- Installed Collaborative Desktop Application
- Provided Business Intelligence
- Integrated With Salesforce

BENEFITS

- Lower Cost of Ownership
- Multi-Lingual Support
- Easy to Manage and Maintain
- Improved Sales Productivity
- Provided Efficient Communications Globally
- Site to Site Redundancy

The Challenge | LANDesk user-centered IT solutions are designed to maximize user productivity while reducing the associated IT complexities, risks, and costs to the business. The LANDesk end-to-end service management solution encompasses four essential areas: Unified Endpoint Management, IT Service Management, Endpoint Security and IT Asset Management. LANDesk has hundreds of employees across multiple offices worldwide.

LANDesk needed a solution that could support their global communications needs. With the need for follow-the-sun support for their products, LANDesk deployed call centers at each location to pass phone calls based on time of day and language spoken. LANDesk also lacked the reporting to understand shift management and reports on call center statistics. With their current NEC system they were looking at upgrade costs for new software updates that would include Call Center software at about \$100K per location. It was determined that this did not make financial sense to invest in old proprietary technology that was not standards based.

The Solution | After taking an extensive look at the major players it was determined that YipTel clearly had the best price, functionality and support model. YipTel implemented the Zultys platform across the organization with regional servers in a redundant and networked design to provide redundancy and organizational consistency. YipTel implemented the solution with each site maintaining site survivability but connected to each other with an MPLS network. This gave each of the LANDesk centers the ability to support regional languages and be seamlessly integrated to all other locations. YipTel delivered Call Center software for each location with Wall Boards, Supervisor Views, and Custom Reporting to allow them to maintain their service levels. YipTel also integrated and exported data into their Business Intelligent tools so they could run call information as part of their total business reports.

YipTel also provided Salesforce Integration for LANDesk sales reps.

WHAT CUSTOMERS ARE SAYING

- "In this project we evaluated Shortel, Cisco and Zultys. Zultys offered a combination of features in a very compact form factor, that quite frankly was very attractive to us."

- Don Greene, Worldwide IT Manager

"From an IT perspective we found the system very easy to manage, that was a huge improvement over our previous system."

- Don Greene

"Features of the system, price, and also the support we were looking for from the manufacturer, YipTel was the one that came out on top and provided great service."

- Don Greene

This provided inbound screen pops, click to dial, automatic call tracking and total call control within Salesforce. This allowed them to easily navigate calls from Salesforce delivering productivity and efficiency. YipTel now provides support services in a Tier 2 role as requested by LANDesk. LANDesk staff provides Tier 1 front line support for simple changes and then rely on YipTel for more advanced needs. YipTel created custom user training videos to distribute to all locations to make sure all staff was trained, allowing them to utilize all the functions and features of the phones and software applications. With the conversion from traditional dial tone to SIP trunks the organization was also able to reduce costs and deliver redundancy.

The Benefit | Employees are now able to collaborate quickly and efficiently between all geographic locations, via voice, video and chat communications. The Zultys platform also provided a new level of service to their clients via enhanced call center reporting and efficiency and delivered skills and language based routing. The solution also dramatically reduced ongoing support and maintenance costs in addition to dial tone and management costs.



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