

Case Study: Contact Center Crisis Intervention

Solved IVR integration problem causing repeated failures in contact center system

“The InTech team has great technical skills, and even more importantly, their teamwork and customer service are fantastic.”

Head, Connectivity Services,
Global Communications
Company

Client

Leading financial institution

Situation

Working with the product vendors and manufacturers, the client had been trying for 6 months to integrate an IVR system into its contact center environment. Repeated attempts to make it work had resulted in crashing the 24x7 contact center, negatively affecting the bank’s customers and its reputation. InTech was called upon to find the problem no one else had been able to solve.

Solution

InTech responded in SWAT-team fashion, performing a holistic but fast review of all systems, networks and servers (not only the contact center and IVR systems), developing detailed drawings of how things worked. The InTech team methodically matched every system implementation step against the manufacturer’s specifications and definitions, identifying some that were not compliant. InTech developed a thorough step-by-step implementation process, complete with detailed drawings, for all parties involved (manufacturers, vendors, client) and managed the integration, which worked flawlessly. There was no contact center downtime, because the integration work was performed during low-load windows and all calls were handled by extra PBX and ACD devices that InTech discovered during its site review. InTech also took advantage of the service window to fix unrelated systems errors uncovered by the analysis that—while not creating problems in the present—would create problems in the future with defined upcoming manufacturer software changes.

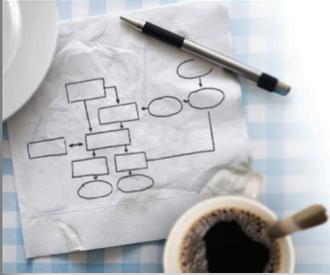
Results

The system was stabilized and the integration project completed without service interruption. The InTech team’s understanding of how all the parts work together and their ability to quickly grasp the big picture allowed them to identify problems where product specialists operating in functional silos could not. The secondary system developed to handle the load during the system repair work is still being used by the client today as a standby system. The system stabilization allowed the client to move beyond crisis management and focus on planning contact center expansion.

About InTech

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech’s Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

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*"InTech has done
small and large
city-government
systems with huge
success. Very
thorough, very
professional, very
competent."*

Telecommunications executive,
Leading cruise line

Case Study: System Stabilization and Redesign

Stabilized and redesigned a complex multi-vendor environment for a fast-growing 311-call center

Client

Largest municipal government in North America

Situation

The city's 311-contact center is a 24x7 single source for all non-emergency citizen calls. The contact center was serving millions of residents and handling 40,000 calls daily; demand for the service was growing much faster than expected. The environment was increasingly strained and the multiple vendors comprising the system made it challenging to pinpoint the source of the problems. The client needed a single, independent and objective source to manage the vendors and technology.

Solution

InTech assessed the voice, data and contact center technology (including scripting and custom reporting) and all third party adjunct applications within the first month. Working with the existing products and technology investments, InTech designed, architected and implemented a move to a highly stable, predictable platform, which involved integrating the needs of dozens of different city agencies; improving the contact center's call scripting and flow; and reprogramming the PBX to eliminate weak points and stress points, and provide back-up systems. InTech also implemented formal change control processes and anticipatory processes to provide daily systems audits and advance warnings of systems problems. New communications processes were also created so the vendors could work more effectively together.

Results

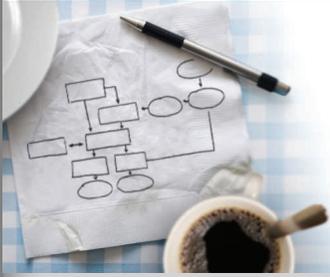
The system has since peaked at 250,000 calls in one day and an extraordinary 2.5 million calls in a month, without a hitch. With a stable platform, the client has been able to add new processes and operate in a more dynamic environment, which is essential for meeting the changing needs of a vibrant city.

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*“Clients love
InTech, because
they go to bat for
them and do
whatever it takes
to get the job
done.”*

Consultant program manager,
Global communications
manufacturer

Case Study: **Unscheduled PBX Replacement**

Unscheduled replacement of PBX within 72 hours to support critical hospital communications

Client

Regional hospital

Situation

Initial engagement was to determine needs, create specifications and bid out PBX. The project quickly became *replace PBX now* when the system unexpectedly and fatally crashed 2 months into the 18-month project. The system crashed on Friday; by Saturday morning it was clear that the system could not be restored, and the hospital urgently needed a working system for its 500 stations/phones.

Solution

InTech found a PBX vendor with a new PBX system still in the box scheduled for installation in a nearby shared tenant building. InTech was able to have the hardware on-site within 24-hours and negotiated with the vendor to install it for the cost of labor and the opportunity to participate in the RFP post-stabilization. The PBX was installed on Sunday. InTech programmed the voice switch to emulate the codes on the old switch so that there would be no need for staff training or downtime. By Tuesday—72 hours after the failure—the system was fully tested and up and running just like the old system. The hospital’s 500 phones were back in business.

Results

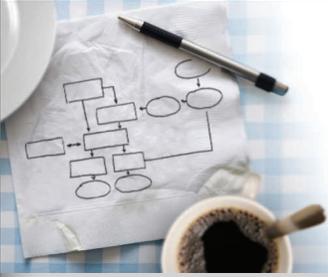
InTech’s quick and creative solution helped the hospital maintain service continuity, avoiding disruptions in productivity and patient care. When InTech completed the original project and put the PBX system out to bid, the cooperative vendor won the bid and within 60 days the hospital had a new PBX system in place that included upgrading non-patient phones to digital.

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Case Study: Co-Location Solution

Designed and managed a voice and data co-location solution within 30 days

Client

Australia’s leading telecommunications and information services company (US Division)

Situation

Company’s new US headquarters was powered down on the weekends, making it necessary for all core technology to be located in a co-location facility 20 blocks away. Thirty days before the move, it became clear that a geographical break between users and core technology would make the clients’ current digital phone systems unworkable. A solution had to be designed, engineered, purchased and implemented before the move date.

Solution

InTech’s solution employed VoIP technology, which at the time was proven but not widely deployed. The design called for physical phones to be located at the headquarters and everything else to be in the co-location facility – core voice technology, carrier entrance facilities, and dial tone. All calls came to the co-location facility and were sent to the headquarter office via dedicated fiber optics carrying voice and data. This new system not only solved the geographic break between users and voice technology, but it also allowed travelling executives to use PC-based phones and receive their voicemail through email, improving productivity.

Results

InTech implemented the solution within the 30-day window, avoiding the need for duplicate or temporary systems. The client was able to meet building requirements and move into its new building without disruption in phone service. Added benefits included cost savings due to fewer lines and lower-cost VoIP technology for globe-travelling executives.

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