



*"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: **Low-Cost Alternative to IVR**

Built creative IVR-emulation using existing systems and technology for significant cost savings

### **Client**

**Global asset financing firm**

### **Situation**

Client needed an IVR for global contact center, but the budget didn't allow for investment in a new system.

### **Solution**

InTech created an IVR-emulation by reconfiguring the client's voice mail system to act and sound like an IVR. The contact center servers and automatic call distribution servers were upgraded and reprogrammed to point calls into the voice mail system. After upgrading the voice mail server to provide the maximum number of ports, InTech reprogrammed the voice mail system to integrate with a customer database to provide password-protected access to secure customer data, such as account balance and payment date. Since this approach had not been tried before, InTech built the system in the InTech product lab first, where it was thoroughly tested by the client before implementation. InTech also reviewed its design strategy with the manufacturer's product developers, who agreed it would work as planned (although they'd never thought of it working that way).

### **Results**

InTech's innovative IVR-emulation is handling thousands of calls per week. The client gained an IVR-like service with the equipment they already owned at a fraction of the cost of a new IVR system, deferring an estimated \$350,000 in hardware, software and installation until properly prioritized in corporate budgets.

### **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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