



*"InTech is the
biggest, most
talented partner
you've never
heard of."*

Sales Executive, Global
Equipment Manufacturer

Case Study: Infrastructure Integration Strategy

Developed communications infrastructure integration strategy for nine sites in North and South America

Client

Global provider of travel insurance services

Situation

The client's business is built on providing services via contact centers to customers travelling around the world. The business was operating completely disparate contact center and general telephony environments across 9 sites in North and South America. The lack of synergies and inconsistent policies, procedures and contracts were creating higher operating costs, higher contract costs, and intra-site inefficiencies.

Solution

InTech quickly assessed the environment, provided the client with a complete inventory of sites and contracts, and identified contract optimization opportunities and "low-hanging fruit" technology improvements that could be implemented immediately to lower costs and improve performance. Next, InTech created a long-term strategy for a cost-effective solution to integrate the infrastructure across the hemisphere. Finally, InTech created a thorough business case that reviewed existing spend for technology management across the sites and priced out the new solution for approval by executive management.

Results

The client adopted InTech's recommended strategy and now has a go-forward plan for integrating sites and centralizing the communications infrastructure. The plan provides for higher feature/functionality at comparable costs, improves customer service with convenient new ways to communicate with customers, provides disaster recovery and redundancy, and allows general and contact center calls to flow efficiently across sites, borders and agent locations. Additionally, the new infrastructure will facilitate quick site addition or deletion as the company grows and changes.

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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