



*“InTech added value by doing not just what was asked, but finding alternative solutions and seeking opportunities for improvement.”*

Workplace manager, Global network communications company

## Case Study: Redesign and Management

Stabilized, redesigned and managed 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 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

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.

InTech went on to enhance the platform, remaining engaged to manage full-time the call center's voice and data technology (6 positions, 24x7) for four years as InTech and the client built an internal staff. During that time, InTech conceptualized city-wide IVR farms, designed and implemented a new city-wide VLAN methodology, designed and implemented a call center firewall and DMZ solution with the city's technology, designed carrier-level disaster recovery options, and designed a new redundant voice platform blending VoIP and digital technology.

### 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.

### 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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