

IT Investment Group Ups Customer Services

UCS Solutions (Pty) Ltd cuts Telco bill in Unified Communications and improves internal and external customer services

Customer Name: UCS Solutions (Pty) Ltd

Industry: Information Technology (Retail Sector)

Location: South Africa

Number of Employees: 400

Business Impact

- Estimated R60K cut on monthly telecommunication costs
- Response time to resolve queries improved by 15%
- Estimated saving of 25 - 40% on annual IT CapEx costs
- Staff empowered with mobility functionality which increases efficiency



Case Study

Business Challenge

UCS Solutions (Pty) Ltd. provide application software solutions and outsourcing services mainly for retailers in Southern Africa. Customers include leading apparel, furniture, fuel/forecourt, food and specialty retailers and quick service restaurants.

The company needed to replace legacy PABXs and upgrade their 45-seat Cisco-based technology contact centre. Two PABXs were located on the same premises, which meant that customers had to dial two different numbers to reach colleagues or departments within the company. UCS Solutions required a single system across the entire company to enable them to easily transfer and interact with colleagues. A single system would also decrease telecommunication costs, as calls would be made internally on their own network. Customer services would also improve as a single system would speed up the time to resolve calls, whether they were internal or customer calls.

Solution and Results

UCS Solutions upgraded their existing infrastructure with Cisco Unified Communications Manager 7.0. The solution delivers voice, video, mobility and presence services to their call centre's IP phones, media processing devices, VoIP gateways, employees' mobile devices and multimedia applications.

Since the implementation of the solution, UCS Solutions has experienced a R60K cut on their monthly telecommunication costs. Feedback from customers has also been positive as the response time to resolve queries has improved by 15%.

The flexibility of the Cisco solution is also assisting UCS Solutions' staff to work more efficiently. They now have the advantage of being mobile and available from wherever they are located.

Deploying the Cisco Unified Communications system to other offices is also quick because the base infrastructure is standardized on Cisco. There is no need to have a separate PABX for each new location, which calculates to an estimated saving of 25 - 40% on annual IT CapEx costs. The need for IT support is also dramatically reduced as UCS Solutions has now standardized their IT infrastructure on Cisco technologies.



“Not only did the successful integration of the new Unified Communication solution provide increased client satisfaction with increased call turn-around times, it also showed a remarkable decrease in month call costs of approximately R60K per month.”

Jaco Steenkamp

Unified Communications Manager, UCS Solutions

For More Information

To find out more about Cisco Voice and Unified Communications solutions, please go [here](#)

To find out more about Cisco Unified Contact Center Express, please go [here](#)

To find out more about UCS Solutions, please go [here](#)