



Success Story

The telephone system of international camping company ACSI is ready for the future.



Since Quayx re-commissioned the Unify Openscape Business X8, monitoring of telephone traffic has improved significantly at ACSI. The company now also makes use of all the possibilities of the telephone exchange; both ISDN and SIP-lines, traditional devices and IP-devices. Wireless telephones and smartphones are both used interchangeably. Employees use the Unify-app to integrate mobile telephones.

“Thanks to the renewed commissioning of the Unify Openscape Contact Center by Quayx we can now map the number of telephone lines, as well as waiting times, peak times, average call duration and the reason why someone is calling us”, says Corma Meijer, manager Customer Contact Center at ACSI. The ACSI telephone system was not working as it should because it had not been commissioned optimally. “Apart from many telephone calls being lost, there were also problems with the input for the system and the plug-in cards.”

Telephone traffic conducted via a central location

ACSI is aimed at the camping sector in the widest sense of the word: it provides caravan insurances, acts

as tour-operator, creates camping guides and it is the owner of several campsites. The head office is in Andelst and a second branch is located in Rotterdam. ACSI also has smaller offices in a number of other countries. All locations make use of the central communications platform in Andelst. ACSI employs a total of about 200 persons and more than a quarter of these work in sales and the call-centre, so it is highly dependent on a well-functioning telephone system with a high level of contactability. People also work from Italy, Germany and France, and these too are connected to the central hub.

Increased customer satisfaction

It was an absolute necessity for ACSI to put the investment that was made in Unify Openscape Business X8 to

good use. ACSI employed Quayx, a company specialised in telecoms and data networks, to optimise the telephone contactability and integrate mobile devices. This delivered several improvements. “Our capacity, staffing and opening times have been optimised because now we know how many calls come in at what times. Incoming telephone traffic comes mainly from existing customers. The new communications solution has therefore contributed to larger customer satisfaction and customer loyalty. “Quyx provided for a sound commissioning of the existing system and combined this with a number of extensions including new firmware. Quayx updated the system with a booster server running the Unify Openscape Contact Center.

Easy communication with the chat function

ACSI answers its customers in 8 languages. The aim is to handle this traffic locally as much as possible (in the country concerned). Technically, telephone traffic is run via the Contact Center in the Netherlands.

The central call centres in Andelst and Rotterdam work with a central wallboard (next to the individual user applications). The Contact Center Agents communicate with each other via the chat function in the application. A link has been created to an external database; based on

the country code and the skills of an agent, calls are being routed to the correct queue and language. MyReports allows for extensive reporting from a closed database within the exchange. The Unify system is now running optimally and it is ready for years more service.

About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

atos.net



Atos

Copyright © Unify Software and Solutions GmbH & Co. KG, 2019
All rights reserved.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

Unify, OpenScape, OpenStage and HiPath are registered trademarks of Unify Software and Solutions GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.