



## Success Story

Waterlogic Australia finds many advantages with a Unify OpenScape Business Unified Communications System



Waterlogic Australia, a leader in the water purification industry, has installed the Unify OpenScape Business communications system – a cloud-based system which resides in a Sydney data center and provides communication services to the company's four offices around Australia.

On-Line Communications installed the OpenScape Business system in Waterlogic Australia's Sydney office and a few weeks later the services were rolled out to the Perth, Brisbane and Melbourne.

### The Task

Waterlogic Australia is a designer, manufacturer, distributor and operator of mains attached point-of-use (POU) drinking water purification and dispensing systems designed for environments such as offices, factories, hospitals, hotels, schools, restaurants and other workplaces.

Founded in 1992, Waterlogic has an extensive and expanding independent global distribution network in place, reaching over 50 countries around the world. Waterlogic's leading markets are the USA, Australia and Western Europe, in particular Scandinavia, Germany and France.

Waterlogic Australia's Chief Finance Officer, Mr Danny Warren, picks up the story: "Our new system was a leap of faith. I'm sure a lot of people would be a bit worried about making the move to a system on a data network like this."

He added: "The biggest worry for me was the question in the back of my mind – is this going to be a good move for us? We changed from a tried and true copper network to what is essentially a 'virtual' data network – but I've been very happy with it."

Mr Warren said when he was considering what type of telephone system to buy, he was concerned about what would happen if the company moved over to a cloud-based data system and their network went down as it could possibly mean they couldn't continue doing business.

### The Solution

The staff from On-Line Communications told Mr Warren the Unify OpenScape Business telephone system can route all incoming calls to the staff's mobiles so there would be no problem if the emergency situation of

the network going down eventuated.

Waterlogic Australia ended up using this feature when the system was first installed in Perth – before the data network was available. They routed all the incoming calls to the staff's mobiles and business was able to carry on as usual.

The company's Contact Center is based in Perth so when the telephone system was installed in the Osborne Park office the Contact Center's staff was able to use the Unify myAgent software to set the Contact Center up the way they wanted it.

"We installed the Contact Center software ourselves and our staff had it up and running immediately. We're getting so much more data from this system about the calls coming in as well," said Mr Warren. "The system also gives customers feedback if they are in the queue and this keeps people very happy".

## The Benefits

"It all worked fine," said Mr Warren, "proving to me there is no great problem if the data network ever does go down."

"You can't do that on an old-fashioned system," he added. "That's another great feature - we haven't had any trouble with our network to date but if it ever happened, we wouldn't lose business."

"For us, it's been a really good outcome and we haven't had any issues with it. The data networks are so much better now than they were a few years ago."

Mr Warren said Waterlogic Australia like to be as self-sufficient as much as possible so another attractive feature of the OpenScape Business system, is it allows companies to do this.

"We want to be able to look after our telephone system to a large extent ourselves and the OpenScape Assistant web service with the Unify system allows us to do that."

"We started out really basic and now we're using myAgent and this is providing a good setup for us. A lot of people in the company know how to do minor changes in the system so that's helpful," he added.

Waterlogic Australia plans to use the Unify OpenScape Business communication system to save money by routing the company's 1300 number to each individual state office, i.e. Brisbane, Melbourne and Sydney. Mr Warren estimates this will save around \$2-3,000 each month in call costs.

"This feature alone could eventually pay off the phone system," he added. "This was one of the main features we liked when we bought it - the fact we could all be on the same system. We're already saving money on the phone calls because whenever we make calls between our offices it's all free now."

Before they installed the OpenScape Business system, Waterlogic Australia upgraded its private data network to an MPLS network which increased the company's bandwidth by five times.

"We've improved our connection speed - probably at zero cost to us or a very small increase in cost to us."

Mr Warren added the functionality of the Unify phones is far better than what the company had before: "Especially the higher models - they have so many more features."

Waterlogic Australia's Customer Service Manager and the person in charge of the company's Perth Contact Center, Ms Jaime Footner, said she's seen a "big change" in the Contact Center's effectiveness, since installing the new telephone system.

"I couldn't want anything more from the system," she added. "We've seen a big change - our department needs all of the data the system gives us. We were flying blind before and this system has definitely benefited us."

Ms Footner and her co-worker, Ms Brieonny Wickens, configured the Contact Center themselves, setting it up using myAgent. "It was really easy," Ms Footner added. "I'm not an overly IT-trained person - I just have some basic IT skills - and all we had to do was go into the set up menu and it's all very straightforward."

"We can fine tune it at any time. We can select who are the main agents and who are the overflow agents but the best thing is we can change this whenever we like. It's really easy to flick between the two and that helps us run the Centre far more effectively."

"I can see who's on 'work time' - they might be finishing a task or sending an email - and if we have calls coming in I can take them off that and get them to take a call. We go through some busy times in the day so this is a great feature," Ms Footner added.

"We can see from the data the system gives us whether the calls are an accounts enquiry or a service enquiry and from all of this information we can run reports - they're very easy to run."

"With our older system it was literally just phone calls coming in. The first day we had the Unify system live, we could see all these calls queuing. Before, we didn't

know when it was busy - we just didn't have any data. Now, we can see how many calls we're missing and so we know if we need more staff on."



Ms Footner said the Unify system saves the staff in the Contact Center a lot of time as well because it saves all the caller's details against their phone number so if they call back at a later time, their details will be there.

"This helps our staff understand what's happened if a customer calls in a few times. They don't have to ask the customer all the details again because it's all there in front of them," she added.

As well, Ms Footner said the Contact Center software allows them to monitor the performance of the team of agents answering calls: "Before, if we had complaints about a team member not answering as many calls as the others, we had no idea if this was correct. But now we can monitor this and look at the time an agent is spending on each call and how many calls they are answering each day."

"This helps us when we are training our agents. Our aim is to get everyone up and running properly," she added.

"All of these features have benefited us greatly," she concludes.

## About Unify

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.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment.

Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

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