

## **Generic Leasing Company Case Study**

Consider the case of a global leader in vehicle fleet leasing and management.

### **Overview and analysis of communication requirements:**

Our client were moving into a new premises and reviewing their communications processes as part of the move.

One key requirement was for a robust and reliable incoming fax management solution. This company receive a large number of leasing forms from their many dealers, via fax. In addition to this they had different fax numbers for different dealers and therefore a number of fax machines to support and maintain. Most faxes received would have between 5 and 20 pages.

Problems that they experienced were:

- Fax machine running out of paper
- Busy fax lines
- Fax pages getting mixed in with other fax pages
- Faxes were getting lost
- Delays in getting the faxes to staff for processing
- High overhead costs for support and maintenance for fax machines and the duplication of the fax information.

They wanted to incorporate a fax solution as part of the new PBX investment. The objective was to find a solution to the above problems and to achieve the following further requirements:

- Store faxes easily in an electronic form for better storage management and also future distribution.
- Provide a call centre for their callers.
- Voicemail for staff with flexible options for notification, (via email, SMS, voice call) and flexible options for their callers eg Press 1 to be transferred to a mobile phone.
- Voicemail messages to be accessed via Outlook and electronically saved.

### **Solution:**

CorriDOR Unified Messaging system.

CorriDOR was configured to integrate with the client's Microsoft Exchange2000 server. This configuration included the setup of individual voicemail and faxmail boxes for staff and also group faxmail boxes for the many incoming fax numbers that were in place.

### **Fax Solution**

The existing fax numbers were diverted to the new ISDN in-dial range, which were then routed via the PBX to the CorriDOR server.

Each incoming fax line had it's own mailbox and associated email account. This meant that staff in the call centre could monitor the individual fax line accounts, as well as having their own email accounts.

When a fax email was read by a staff member, the other staff could see this as a read message.

Notification was also set on each fax mailbox that would ring a manager when a fax message had not been read after a certain amount of time. This dealt with faxes not being attended to in a timely manner.

The new solution achieved the following:

- Fax Messaging direct to a common fax mailbox that can be accessed by a number of staff members in the call centre via their PC, and then processed - this eliminated faxes getting mixed up with other faxes.
- Time to process faxes was greatly reduced as faxes were direct to the processing peoples PC's as soon as they are sent from the dealers. A quicker response time and better level of service for the customers increased customer satisfaction.
- Documents could be emailed back to sender so they had an electronic confirmation
- Maintenance on fax machines dropped considerably eg fax paper and ink etc
- Faxes were no longer getting lost.
- Personal Voice messaging direct to staffs email inbox
- Callers able to transfer to mobile phones and other external numbers while they are hearing a persons greeting.
- 24 hour Information lines that would be flexible enough to play different information on selected days and time of day.
- Callers could now leave both a voice and fax message direct with a staff member by calling in on either the staff members direct voice or fax number.

## **Additional Reasons Why The CorriDOR Solution Was Chosen**

**No Licence Fees** for Unified Messaging mailboxes.

There are no licence fees for CorriDOR unified messaging mailboxes giving greater flexibility, and less cost, to add additional voice and fax unified messaging mailboxes as required.

### **Universal voice and fax ports**

The CorriDOR system can be configured to support voice and fax calls on any, some, or all of its' ports.

As opposed to buying a separate fax and voicemail solution, CorriDOR is an integrated system therefore there were less overheads for their IT staff to manage and support.

### **Full Integration with Microsoft Exchange**

The fax and voice messages are sent directly to the inbox of the relevant email account.

Other applications investigated by the client had the fax messages appearing in sub directories within Outlook or the faxes were in a separate application, creating multiple locations to check for messages.

The full synchronisation of the CorriDOR with Microsoft Exchange means that what is done in one interface will be updated across all interfaces e.g. if you listen to a voicemail via multi-media it will be marked as a 'heard' message if you log in via the telephone handset.

## **Benefits of the CorriDOR Unified Messaging solution**

- **Return On Investment**

Staff productivity increased with the number of faxes being processed increasing by 30%

- **Cost Containment** - Operating costs have been reduced in the following areas:

A reduction in fax machine costs including fax maintenance contracts, toner, paper and fax line rentals.

Labour costs have not increased as the staff that are processing faxes, are now performing other duties because of the time saved by the fax solution.

Another factor is the introduction of voicemail, which has staff taking fewer messages for other staff members thereby creating additional time for staff to perform other duties.

Time is being saved in the general processing of paper work.

- **Reducing Barriers**

Staff are now using Outlook to manage the incoming paper work. CorriDOR's full integration with Microsoft Exchange has leveraged the investment in Exchange and unified the working processes of staff and general workflow procedures throughout the office.

Fax communications that previously required faxes to be photocopied and then sent to other staff members can now be emailed directly to the relevant staff members, and can include other supporting documents eg Excel or Word documents.

Voicemail within the office has greatly reduced the amount of message time that reception and other staff members were taking.

Staff are happier as there are less mistakes, it is easier to process their work and they are more productive. They are also performing other functions as they have more time, job variety has increased as a result.

## **Long Term Rewards**

Management and staff are pleased with the increased productivity and with the bottom line savings.

In addition, positive feedback from customers because of faster processing times, has resulted in a successful result for the investment in the CorriDOR Unified messaging system.