

Case Study 2 – Produce Company – CorriDOR Unified Messaging

Overview and analysis

As part of the upgrade project for their new PBX system there were certain requirements that were highlighted by this client. These were...

- Gaining additional leverage with the ISDN services that would be connected to the system
- Increase their efficiency about the office and with their customers
- To accommodate information lines for the many services that are provided by their organisation
- Enhance their investment in Microsoft Exchange to increase efficiency in communications about the office and also with customers
- Provide personal fax mail direct to staffs PC's
- Mobile staff to listen to their emails and voicemails from external telephone
- Have upgrade path to replace existing IVR system

Solution

The CorriDOR Unified Messaging system was able to provide an affordable cost benefit solution that would achieve the following:

- Personal Fax Messaging direct to email inbox for staff
- Personal Voice messaging direct to email inbox for staff
- Listen to personal emails and voicemails from an external telephone (e.g. mobile) using text-to-speech
- 24-hour information lines that would be flexible enough to play different information on selected days and time of day.
- Greetings for information lines could be professionally recorded and easily updated
- Platform to build an IVR application for callers to access information within database

Highlight the Benefits of the CorriDOR Solution

- **License Fees**

Because there are no license fees for unified messaging mailboxes, there was far greater flexibility and cost benefit to the CorriDOR system as compared to other applications that were investigated.

- **Universal Ports**

The underlying telephony hardware used by the CorriDOR accepts voice and fax calls on all ports, thus providing an efficient and integrated solution.

- **Upgrade Path to IVR**

The CorriDOR system can include an optional IVR module for the implementation of caller interaction with a database. In the case of this produce client, for the access to latest pricing information.

- **Return On Investment – Payback period**

The return on investment has seen a payback time of less than a year. This is based on staff time savings as a result of voicemail, unified messaging with voice and fax messaging, cost savings with less fax supported services and photocopying.

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

A reduction in fax machine costs, include fax maintenance contracts, toner, paper, fax line rental and photocopying expenses.

Labor 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 and voicemail messaging.

Less time to process paper work and time spent photocopying documents.

- **Reducing Barriers**

Faxes that previously required to be photocopied before being delivered to relevant staff can now be emailed directly to the relevant staff member. Softcopy backups are kept and supporting documentation included.

Voicemail within the office has greatly reduced the amount of time reception and other staff members were spending in taking and relaying messages onto other staff members.