

Centralized IT without the
toothache





Change Driver

A leading retail and service company in the European healthcare industry is suffering from decentralized, outdated telecommunications systems.

Computers and telephones are not integrated, there are several telephony platforms and mobiles are completely separated from fixed-line telephony.

This means that they are impossible to manage centrally.

Any changes required by this constantly growing organization can only be met with great financial and organizational effort.

DAMOVO





Damovo Approach

Damovo worked in close cooperation with the in-house IT department – acting as a trusted advisor on their strategy.

The project goals were primarily a central ICT solution with high availability and future-proofed security.

Starting from a central data center, all locations were gradually equipped with their own contact centre solutions. The integration of the fixed network, mobile telephony and IT (with Avaya Aura and the Avaya UC Client, Equinox) significantly improved and simplified both the internal and external communication.

A parallel training project served to improve processes from the inside out, thereby increasing employee acceptance and achieving cost transparency and reduction.



Customer Value

DAMOVO

How the **IT Manager** benefits

Changes can be managed centrally.

This results in a significant increase in roll-out speed, cost reduction, error avoidance and a noticeable reduction in employee workload.

How the **company** benefits

The central ICT solution is future-proof and guarantees high availability.

Communication is improved both internally and externally and the advantages of the overall solution create a high level of acceptance and satisfaction amongst users.