



The Wise Group

Increased functionality, greater productivity, and precision management wins over social enterprise

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- Improved contact centre management and reporting
- Increased productivity of contact centre agents
- Improved customer service

Scenario

Headquartered in Glasgow, United Kingdom with projects across Scotland and throughout the North East of England, The Wise Group needed to refresh its communications infrastructure with a solution that was flexible enough to suit their ever changing business needs, integrate tightly with the Microsoft stack of back-office and desktop solutions, and support some of the latest Microsoft offerings. In the past few years it had become increasingly apparent that they had outgrown their out-dated Voice over IP PBX infrastructure which had proven difficult to integrate with their decision to utilise as many Microsoft solutions moving forward as possible.

After reviewing several vendors, the company chose Microsoft Partner Koris to deploy the first Lync-based contact centre in Scotland using Microsoft Lync Server 2010 and MiContact Centre for Microsoft Lync. This addressed the problems facing The Wise Group as it continued to grow: the ever-changing need for smaller offices and remote working solutions while continuing to drive productivity in a contact centre with an ever-increasing call volume. The solution gave them many benefits, including diverse and flexible deployment options for short-term offices, improved contact center

management and reporting, increased agent productivity and call handling, and ultimately, improved customer satisfaction.

Situation

Founded in 1980, The Wise Group is focused on changing lives - helping people gain new skills and get off of benefits and back to into work, regenerating communities, working to eliminate poverty, and trying to create a greener society. With projects across Scotland and North East England, the company has over 150 employees, with 40 agents in various contact centres and offices dispersed throughout the United Kingdom. While the company is commercially focused, all profits are re-invested for the benefit of the people and communities they work with. The Wise Group works in partnership with public, private, and third sector organisations to meet shared goals and make a positive impact on society.



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In 2012, The Wise Group realised that they had grown to a point that they needed to reconsider their communications infrastructure. While the company had been an early adopter of Voice over IP telephony, their legacy PBX did not easily integrate with their vision of the future, which was to invest heavily in the Microsoft stack of business productivity applications and infrastructure. Other key factors were the lack of a truly unified communications solution and integrated contact center suite of applications.

Faced with continual company growth, a growing need for small, short-term offices, and remote workers, The Wise Group realised that their new communications infrastructure needed to be flexible and scalable enough to support them in the future. Not only did they need a communications system that could unify all lines of business, but they needed a system that could unify their increasingly dispersed workforce. Once The Wise Group reached out to Koris, a communications provider based out of London, England, they knew that had found a partner that could provide them with a solution tailored to their specific needs.

Solution

After investigating several unified communications systems, The Wise Group ultimately decided to chose Koris to install, deploy, and support a Microsoft Lync Server and MiContact Centre for Microsoft Lync infrastructure.

“Koris worked closely with us to properly identify our needs and they did a fantastic job positioning and deploying Lync and MiContact Center to meet our specific challenges, especially our constantly changing work environments and remote working.”

Barbara Ferguson
ICT Manager, The Wise Group

The Wise Group chose Lync for its flexible and dynamic feature set: the application integration with the Microsoft Active Directory , Outlook, Office, and Sharepoint and Office365; the ability to unify all communication channels and a rich mobile client; and the ability to easily roll out “pop up” offices as their business needs without requiring new phone systems and phone lines.

After determining that their legacy contact centre solution was incompatible with Microsoft Lync, Koris Communications helped The Wise Group decide on MiContact Centre for Microsoft Lync. The MiContact Centre was chosen for its “ability to easily integrate with the Microsoft stack while giving us a fully functioning contact centre with the tools needed to increase productivity and better manage our customer interactions. The fact that MiContact Centre was more than just native to Microsoft Lync and so heavily integrated with both our back-office Microsoft infrastructure and employee desktop solutions was a big selling point for us,” said Barbara. Unlike the majority of its competitor solutions, Mitel’s award-winning MiContact Centre for Microsoft Lync moves beyond native call control to be a true, end-to-end Microsoft-based solution, with tight integrations into both back-office and desktop applications.

To discuss Micontact Centre for Lync with Koris, call 0203 479 9000 or email info@koris.co.uk

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With an ever-increasing number of incoming calls, The Wise Group recognised the need for an efficient, fully featured contact centre solution, which is the other reason they chose MiContact Centre. Within days of being deployed, the MiContact Centre for Microsoft Lync had The Wise Group's contact centre operating more efficiently than ever. Barbara said:

“ The Mitel solution is so tightly integrated with the applications our employees use daily that our contact centre was up and running in no time. Call volumes have been far easier to manage since the software was implemented due to better management of call handling and increased agent performance and this has minimised the number of abandoned calls experienced by our contact centre. Ultimately, MiContact Centre has led to an improvement in the way we interact with our customers and overall customer satisfaction. ”

Benefits

With Lync Server and MiContact Centre for Microsoft Lync, The Wise Group was able to migrate to a future-proof unified communications system while benefitting from a full-featured contact center solution that enabled them to make full use of the Microsoft stack of infrastructure and application solutions, simplify management, increase employee productivity and customer satisfaction, and easily scale their business as the company grows.

Ease of interoperability with Microsoft backdrop and desktop applications

MiContact Centre is the only true, end-to-end contact centre today that utilises both Microsoft back-office and desktop solutions. Call control is natively delivered through the unified communications and Voice over IP architecture of Microsoft Lync Server 2010/2013 platform and user accounts are managed through synchronization with Active Directory. Customer interactions are delivered to agents through the Lync client while reports are powered by SQL Server and Microsoft Reporting Services and delivered through Excel. On top of this, all real-time and management tools are based on familiar Microsoft Office applications, making the Mitel solution intuitive and easy to learn, leading to a rapid return on investment for The Wise Group.

Simplified deployment and scalability

As a company whose sole purpose is to assist local communities and society in general, The Wise Group often found themselves needing to deploy small, short-term offices and required employees to be able to work remotely to keep overheads to a minimum. With Microsoft Lync and MiContact Centre, The Wise Group was able to provide new functionality to allow for greater levels of connectivity both within and external to their organisation. Leveraging Microsoft Lync's Voice over IP infrastructure, they were easily able to roll out new business locations while providing their agents with access to the Contact Centre for Microsoft Lync applications through Virtual Private Network capabilities.

To discuss MiContact Centre for Lync with Koris, call 0203 479 9000 or email info@koris.co.uk



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Improved call handling and contact center performance

Prior to using MiContact Centre, The Wise Group had difficulty handling their call volume, which at times rose to 15,000 calls per month. Through Mitel's unified ACD desktop experience, supervisors have taken control of call in queue, enabling them to better manage calls on hold and lower the percent of calls abandoned.

Increased business intelligence and improved customer satisfaction

With MiContact Centre for Microsoft Lync, The Wise Group have been able to improve the quality of their customer interaction through increased business intelligence. With out-of-the-box reports covering all aspects of their contact center, not simply call performance and volume, they have been able to better manage employee behavioral and work patterns. This has helped them improve and maximise the services The Wise Group provides to their diverse client base.

Barbara concludes:

“ The fact that MiContact Centre was more than just native to Microsoft Lync and so heavily integrated with both our back-office Microsoft infrastructure and employee desktop solutions was a big selling point for us. ”

About Koris

Koris harnesses the power of today's communications and networking

capabilities and transform them into real competitive advantages for businesses. By bringing together communications infrastructure, mobile devices, desktops, and applications, Koris delivers full support for businesses wherever they are located. From IP telephony platforms to fully integrated email and messaging, Koris enables companies to conduct business from anywhere, anytime, and deliver a lasting impact on productivity, customer service, and the bottom line.

About Microsoft Lync Server

Microsoft Lync is an enterprise-ready unified communications platform. Lync connects people everywhere, on Windows 8 and other devices, as part of their everyday productivity experience. Lync provides a consistent, single client experience for presence, instant messaging, voice, video, and a great meeting experience. With Lync 2013 users can connect to anyone on Skype, enabling rich communication with hundreds of millions of people around the world.

MiContact Centre for Microsoft Lync

MiContact Centre for Microsoft Lync is a modular, integrated software suite developed exclusively on the unified communications and Voice over IP architecture of the Microsoft Lync Server platform and Lync desktop client. Supported for both Lync 2010 and 2013, MiContact Centre leverages these capabilities and combines them with a full-featured Automatic Call Distributor (ACD) and comprehensive management applications, enabling agents to provide superior customer service through instant access to key subject matter experts, support teams, and business intelligence across the enterprise.

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