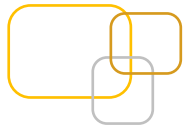




INTERACTIVE INTELLIGENCE®
Deliberately Innovative



Case Study

Contact Center Automation

- Multichannel Recording & Quality Monitoring
- Customer Feedback Management
- Outbound/Blended Dialing & Campaign Management
- Network-based Pre/Post-Call Routing
- Web Self-Service & Knowledge Management
- Workforce Management

Enterprise IP Telephony

Business Process Automation

Communications-as-a-Service

Summary

Customer: URS



Headquarters: Auckland, New Zealand

Industry:

Challenge: Fire crisis - Office relocation and redeploying the contact centre ASAP.

Solution: *Customer Interaction Center® (CIC)* is an all-in-one communications software suite that provides multi-channel contact center automation and enterprise IP telephony functionality for mid-size to large customer-focused and interaction-intensive organizations.

Product Replaced: IPFX

Benefits:

- Less expensive than competitors
- CIC is flexible to work with changing requirements.
- Useful - easy to use system.
- Portability - easy to redeploy under any circumstances.

Office Fire Results in URS Staff Relocation – No Problem for Interactive Intelligence

When fire broke out in URS New Zealand's Auckland office block shortly after midnight on 20 May 2009, it was no laughing matter. Eighteen fire trucks and 85 firefighters attended the blaze which caused serious damage to two of the building's floors. Forty five staff were advised that there would be no work that day as the company considered how to best deal with the crisis.

Despite the damage it took just 30 hours for URS to put its disaster recovery plans into action, relocating and re-equipping the affected staff members. To the outside world and to other staff members it was almost as if nothing had happened. The staff members were back on deck, working productively. Thanks to the company's recently deployed Voice over IP (VoIP) phone system and its Interactive Intelligence Customer Interaction Centre (CIC) application suite, the employees were even hooked up to the phone system, connected via the same extensions and provided with the same phone, presence and email functionality as before.

A timely decision

Part of the global URS Corporation, URS New Zealand is a professional services company providing engineering and environmental expertise to people and projects across New Zealand, Asia Pacific and in other parts of the world. More than 290 employees work in multi-disciplinary teams to provide clients with the knowledge, talent, innovation and experience to deliver major infrastructure projects for the private and public sectors. The New Zealand company is headquartered in Auckland and has offices in Tauranga, Wellington and Christchurch.

Almost one year before the fire, in May 2008, URS decided to replace its phone system with a new VoIP solution and to deploy the CIC application suite from Interactive Intelligence. URS was looking for a more flexible way of keeping staff in touch with the office and easing communication issues for staff working from remote locations.

Mark Skinner, IT Manager for URS New Zealand explains, "We wanted the interaction between computer and phone offered by VoIP. We were also looking for portability so that if a person moved office or decided to operate from home, they would still have access to their phone calls providing they could log onto the Internet."

Interactive Intelligence's CIC was chosen because it offered the most flexible solution for managing all of the company's telecommunications using VoIP. Skinner adds, "I've worked with other similar systems and CIC could do all that we required, plus it was less expensive than many of their competitors."

Deployment proceeded quickly with assistance from Interactive Intelligence. Skinner notes, "Initially it required some work to put new phones on everyone's desks but once it was set up and working, it was fine. Basically we had to load up the software, plug in the phones, train



the employees on how to use the client software and we were ready to go.”

“We just have to pick up the phone and computer, move them and the employee is on their way. There’s no re-patching to another circuit like there was in the old days,”

As with any change, Skinner notes, it took a little while for staff to come to grips with the new technology however, he adds, “If we were to take CIC away from staff now, they would be throwing their arms up in the air because it is so useful.”

Remote but still in touch

Many employees take advantage of the new remote connectivity offered by CIC. “We have a lot of remote laptop users who connect via the VPN [virtual private network] and make their home phone their work number as well,” Skinner explains. It means that users can pick up work calls via their laptop or the home phone. “All they need is Internet access so that their laptop can talk to the server. Our chief executive, for example, can fly to Christchurch, log into his laptop in Christchurch and still receive calls. As soon as he logs off, the calls go back to his Auckland office.”

Presence – the ability to see staff availability – is also highly valued. Staff can now identify if someone they are trying to contact is away from their desk, in a meeting, on holidays or working from another location.

From an IT perspective, Skinner is particularly pleased with the ease of relocating extensions when staff are moved from one location to another. “We just have to pick up the phone and computer, move them and the employee is on their way. There’s no re-patching to another circuit like there was in the old days,” he says. “It’s an aspect of the system that was well and truly proven in the aftermath of the fire”.

“If we were to take CIC away from staff now, they would be throwing their arms up in the air because it is so useful.”

Another benefit is the remote support provided by Interactive Intelligence. Whenever an issue arises, Interactive can log on to the server and resolve the problem immediately. Skinner acknowledges that URS doesn’t need a lot of support but adds, “It’s good to know that the assistance is there if required.”



Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and enterprise messaging, based on our open standards, all-in-one software suite. More than 3,000 organizations worldwide currently benefit from our premise-based and hosted solutions, which include value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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World Headquarters
7601 Interactive Way
Indianapolis, IN 46278 USA
+1 317 872 3000 voice and fax

Asia Pacific
Suite 24.5 Level 24 Menara IMC
8 Jalan Sultan Ismail
50250 Kuala Lumpur
Malaysia
+603 2776 3333 voice
+603 2776 3343 fax

EMEA
Thames Central, Hatfield Road
Slough, Berkshire, SL1 1QE
United Kingdom
+44 (0) 1753 418800 voice and fax

Australia / New Zealand
Level 9 275 Alfred Street
North Sydney NSW 2060
Australia
+61 2 8918 4800 voice and fax