



Invosys Case Study: Empowering a UK Financial Institution with Advanced Call Routing Solutions



Discovering the Client's Needs

Invosys collaborated with a sizable UK Financial Institution to infuse a higher degree of intelligence into their call routing operations. In doing so, the institution was able to significantly improve their customer service experience, increase efficiency and reduce operational costs.

The institution had 2,700 inbound numbers on the Cisco ICM platform, the capability to categorise numbers based on the number itself, as well as how they were terminated to their 16 call centre locations. Their needs also included the ability to flexibly redirect calls depending on the call centres in operation, and to expand the number of active call centres when increased capacity was required.



Challenges Addressed by Invosys

The financial institution grappled with several challenges. The Cisco ICM platform they were using was nearing its end of life, while the institution's services were spread across several providers, thus complicating operational support. Lastly, their existing setup did not align with their global strategy, posing a drastic challenge to efficiency on a large scale.



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16
call centre
locations



6-mo.
Implementation
from initial discussion
to sign off

How Invosys Reached a Resolution

Invosys, in close collaboration with the reseller and the customer, incorporated the desired layer of intelligence. The team extended full consultancy services to both parties, actively contributing to regular conferences and meetings throughout the planning, designing, building, and QA stages.

Invosys replaced the ICM with a mix of ratio routing and a bespoke layer of intelligence within the Number Manager, delivering ICM-like functionality through a simplified service. A custom-branded portal was also created, aligning with their corporate branding guidelines. Finally, Invosys developed a simplistic workflow to enable the activation of call centres with a single button press.

The Result: Streamlined Call Routing & Substantial Cost Savings

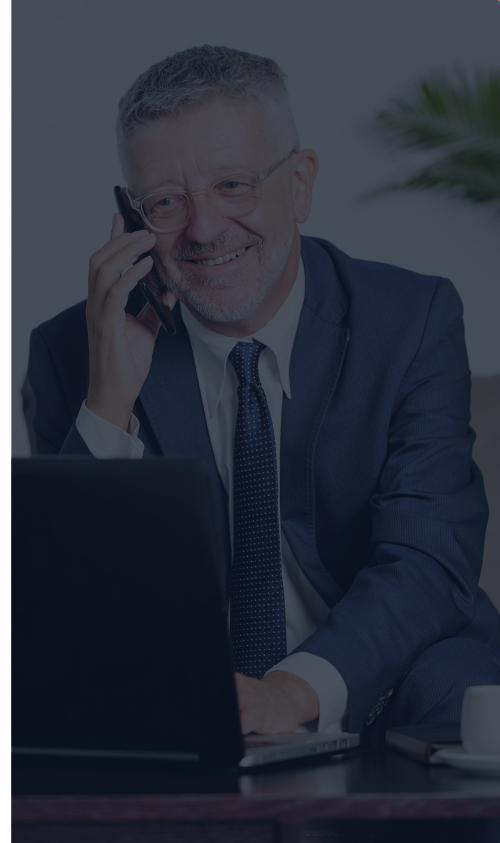
Invosys's solution led to several significant benefits for the client. The institution was able to implement a streamlined solution that facilitated substantial cost savings. Some of the benefits realised include:

- › **Business Continuity:** The institution received immediate disaster recovery, ensuring continuity.
- › **Intuitive Portal:** Their bespoke, branded portal streamlined internal processes.
- › **Quick deployment:** With quick and seamless implementation, the institution could instantly realise the benefits of the solution.

Does the Client Recommend Invosys?

The UK Financial Institution absolutely recommends Invosys's services for its cost effectiveness, ease of use, flexibility, and high level of support. They remain highly satisfied with the outcome as it surpassed their expectations.

Having successfully transformed the call routing capabilities of the UK Financial Institution, Invosys was able to address the institution's operational challenges with innovative solutions and enhanced efficiency. The partnership then resulted in immediate cost savings while also improving business continuity and disaster recovery processes.



Key Features



**Simplified
workflows**



**Branded portal for
internal processes**



**Instant disaster
recovery**

Ready to Make the Upgrade to Invosys?

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