



BRINGING CLARITY TO
CONTACT CENTRES

0 THE FIRST CHOICE FOR INNOVATIVE CONTACT CENTRE SOLUTIONS AND APPLICATIONS.

As markets become ever more competitive and budgets tighter, contact centres are being presented with new challenges. More than ever before, it is essential to ensure lifetime management and retention of customers while managing costs.

Against this background it has never been more important to choose the right partner – someone with the knowledge and expertise to help manage costs, increase efficiency and achieve your business objectives. That's where NextiraOne come in.

But there are other issues too. The choice of applications and current trends in customer management can cause confusion – and damage to your resources and revenues.

Keeping the customer satisfied means drawing on the entire resources of your business – an holistic approach that harnesses and maximises the power of the whole company, bringing each individual and business process into play as and when required.

Welcome to a new dimension in contact centre solutions. In conjunction with CRM, contact centres are helping to open up the business process chain at all points. Tighter application integration and concepts such as Informal Contact Centres mean any customer query will be handled by the right person with the right information, wherever they are in your organisation. Every employee can now help improve each and every customer contact.

NextiraOne has experience of working with a wide range of applications to suit all business requirements – from cost-effective voice-only solutions to self-service voice portals and web portals. This extensive applications portfolio means we can bring together the right technologies and integration know-how to deliver results whatever your organisation's need.

Welcome to information free-flow. With the next generation of IP contact centres companies are seamlessly integrated regardless of location – making them more efficient and more competitive. Being at the forefront of this revolution, NextiraOne brings invaluable experience to the contact centre environment, delivering reliable support and ongoing business benefits.

In this 'always-on' world, customers expect to engage with their chosen companies at any time through any medium. Whilst IP allows just this, it is the choice of applications and contact medium that allows true accessibility.

In addition, a key focus for us has been the development of customised software which enhances the vendor platforms and applications. This investment enables us to really focus on making sure the solution delivered meets the business challenges and is not just an 'off the shelf' response. Whatever your needs, our approach to solutions ensure that your contact centre fully supports your business objectives either as part of your own ICT strategy or as a fully managed service in a secure and predictable manner.

Best-of-breed technology is not the whole picture. You need to be assured that you have the right integration skills to make the solution work to its maximum capability. And, with customer satisfaction becoming more and more key, that means choosing the right partner. NextiraOne.

□ SUMMARY

- Flexibility of solutions (anytime, anywhere)
- Enable customers to maximise the ongoing benefit from CC investment
- Make the most of the benefits of corporate IP investments (reduce communications costs)
- Making the right choice of technology (multimedia contact centres, virtual contact centres, voice portals, text-to-speech, automatic voice recognition, voice and quality loggers, etc.)
- Integration with other business processes and applications in a secure manner
- Customer satisfaction – the key to business success
- Working with the right partner

NextiraOne – Europe's favourite partner for contact centre solutions

- NextiraOne has established itself as one of Europe's leading contact centre specialists. We have over 15 years experience of integrating contact centre applications into our customers' business environments
- We have deployed over 200,000 contact centre agents, in 16 European countries, for more than 5,000 customers in business of all sizes and across all sectors – from the small and medium enterprises to many of the world's Fortune Top 500 corporations. These include Peugeot Financial Service, Volkswagen Financial Services, Emirates and T-Mobile. (9 out of 10 of the top financial organisations in France have chosen to work with NextiraOne)
- NextiraOne has been integrating contact centres and CRM systems for major corporations for over 15 years and has experience of working with the leading CRM vendors to deliver the right solutions across a range of industry sectors and across geographical boundaries
- NextiraOne is a first class integrator of IP networks, with the ability to develop an end-to-end solution based on migrating the contact centre from TDM to IP, and proprietary standards to open standards, founded on solid networking expertise combined with legacy voice and IP skills
- NextiraOne has an extensive customer applications ecosystem, including solutions from NICE, VoiceObjects and ScanSoft, as well as our integration capability with business applications, such as SAP, Siebel, etc
- NextiraOne has its own development teams and is focussed on growing our XML capabilities. We are also proactively seeking to build relationships with innovative companies who have the ability to create an ecosystem of customised applications which can enhance and add an extra dimension to customer care. NextiraOne has developed effective Self-Service solutions based on voice portal technology

NextiraOne Managed Services solutions offer customers the chance to:

- Increase control over the quality of service delivered to their customers while reducing technical and financial risks
- Access our unique pool of world-class expertise with committed local people who care about each customer's business
- Inject new levels of predictability into the budget forecasting process with flexible, on-demand, competitive pricing and tailored financial engineering
- Identify, assess, share and manage risks
- Improve satisfaction levels among their internal customers, often without additional funding

To discover more about NextiraOne's contact centre offering go to www.nextiraone-eu.com or talk with your local account manager.