



A CONVERGED SOLUTION FOR EGYPT'S LARGEST INSURANCE PROVIDER

DELTA INSURANCE

Established in 1981, Delta Insurance is one of the largest and most successful insurance companies operating in the Egyptian market. It is a part of the highly respected Egypt Kuwait Holding group and provides all types of insurance coverage to different clients and market segments, including: auto, health, accidents, marine, fire and more. By launching the independent company of Delta Life Assurance, and having well established 21 branches in 14 different governorates; the insurance portfolio is considered complete.

CHALLENGES

Delta Insurance wanted to link all company branches in a single network managing their Contact Centers so customers can be sure of getting accurate insurance advice, quality services and useful products based on international standards.

The company also wanted to build a Voice and Data Network in all Delta Insurance Branches, overcome their limited network bandwidth and have one Management System for the network.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server

Alcatel-Lucent OmniSwitch® 6850E Stackable LAN Switch

Alcatel-Lucent OmniAccess® AP105

Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch

Alcatel-Lucent OmniSwitch® 6450 Stackable LAN Switch

WHY ALCATEL-LUCENT ENTERPRISE

The established relationship between Delta Insurance and Alcatel-Lucent Enterprise was a key factor when deciding on their end to end solution. Alcatel-Lucent's 'try and buy' concept, along with their excellent after sales support also helped lead Delta Insurance to choosing Alcatel-Lucent's data solution.

Location: EGYPT

Vertical: Finance and Insurance

Number of users: 550

Deal implementation: June 2014

Business Partner: Intraconsult Telecom Ltd



BENEFITS

TECHNICAL

Delta Insurance is able to connect 18 branches through one single network.

Alcatel-Lucent Enterprise offers a robust and reliable infrastructure which is critical for Delta Insurance. Furthermore, the continuous running of the converged solution has simplified the network management.

FINANCIAL

Delta Insurance has drastically reduced their telephony costs thanks to the OmniPCX® Enterprise connecting the 18 Egyptian branches.

USER EXPERIENCE

Employees can now communicate smoothly, securely and reliably thanks to the OmniPCX® Enterprise system.

“Based on the quality of the previous Alcatel-Lucent telephony system, we knew that the replacement for our data network would be powerful and reliable. A single vendor network for voice and data in our Insurance subsidiary simplified systems management and reduced our maintenance costs. Furthermore, Alcatel-Lucent Enterprise and Intraconsult Telecom Ltd both continue to support us as our business has grown. In a nutshell: we are all partners in a ‘win win’ situation.”

Mr. Essam Radwan, ICT Board Consultant, Delta Insurance.