

Alcatel-Lucent Unified Communications help Grup Sisquella to improve customer service and employee productivity

Grup Sisquella

CHALLENGES

- Existing communications infrastructure had become obsolete and limited in terms of functionality
- Needed to improve productivity of employees through Unified Communications

PRODUCTS & SOLUTIONS

- Alcatel-Lucent OmniPCX Office Rich Communication Edition (RCE) platform, Alcatel-Lucent 8 Series IP Touch and 9 Series Digital phones, Alcatel-Lucent PIMphony Softphone, My IC Mobile for iPhone and for Android application - for the employees' smartphone devices

BUSINESS & TECHNICAL BENEFITS

- Unified four sites that previously operated as separate silos
- From the first use, Grup Sisquella noticed an improvement in communications operation,s resulting in improved customer service
- Experienced significant cost savings - the new solution is running at just 60% of the previous solution's cost

DEAL FACTS & FIGURES

- Date deal won; early 2011
- Implementation date: Q4 2011
- Business Partner: Telcon



“It was clear to us that we had to move towards Unified Communications, but not just anyhow. We had to have totally reliable providers. We knew that in any decision we would make concerning communications, we could rely on Alcatel-Lucent”

Jesús Calderón, Head of IT for Grup Sisquella

CUSTOMER DETAILS

- Location: Spain
- Vertical: Finance and Insurance
- Number of users: 60+