

Island Concrete (Pte) Ltd



Island Concrete (Pte) Ltd is a subsidiary of Hong Leong Asia Ltd under its Building Materials Group (BMG). Established in 1970, it is the oldest and one of the largest ready mixed concrete suppliers in Singapore today.

Solutions

Integrated NEC Smart Business Connect (BCT) Contact Center, consisting of:

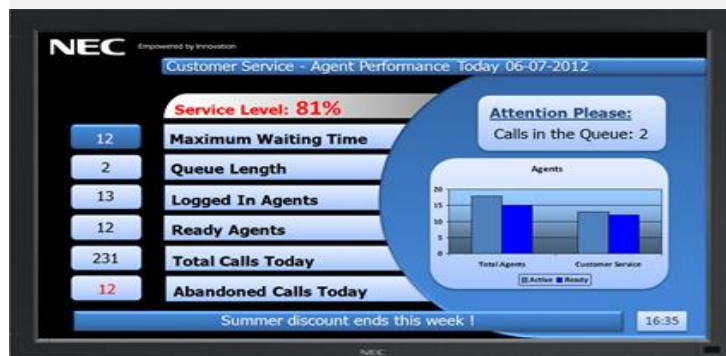
- UNIVERGE SV9100 IP Communication Server with**
- ISDN Gateway**
- NEC Terminal for Agents & back of House**
- Express5800 Servers**

Results and Derived Benefits:

- Simple reporting on call volumes, peak times and details ensures the call handling process can be adapted on-the-fly
- Lower TCO (Total Cost of Ownership)
- Call flows can be modified on demand in response to changing demand
- Agents have access to Unified Communications to seek guidance from supervisors
- Reduction of callers waiting time and improvement of staff motivation
- Business and operation efficiency with One-Net as a One-Stop Solution Provider.

Challenges

Island Concrete was looking for a contact centre solution to serve their customers for the delivery of cement to various locations in Singapore. With heavy schedules of delivery to field sites every day, any disconnect in communications can cause delay, affect efficiency of operations and increase costs of operations. After going through a rigorous cost analysis, we found that NEC solution would immediately pay for itself by reducing total monthly communications expenses, while improving customer service standard and reducing the employees' travel from one location to another.



“ To maintain and uphold our high standard of operation and customers service level, we chose UNIVERGE® SV9100 communication platform and Business Connect Contact Centre applications offered by One-Net Communications Pte Ltd. It was a perfect choice for us, as they have both excellent technology and solution, as well as a team of dedicated technical expertise. This is important for a peace of mind in terms of on-going support. We are truly impressed with Wallboard daily SLA report at a glance view and also the report generated from the BCT Contact Centre.”

IT Department
ISLAND CONCRETE PTE LTD