ESPERA SUCCESS STORY

MAY 2013

Customer Details:

BOSASA Operations (Pty) Ltd

Mogale Business Park, 1 Windsor Road, Luipaardsvlei,
Krugersdorp, 1709, South Africa

Company Background:

In Northern Sotho, the word Bosasa means "the future". Taking this name to heart, we provide our clients with leading full facilities management services, which are both innovative and cost-effective. We also develop our own software and systems, ensuring that we stay at the forefront of our industry.

BOSASA Operations is located in Mogale City South Africa. Bosasa can trace its roots back to the 1980s and through all that time there has only been one goal: to be a leader in full facilities management and support national interest. We offer our clients excellent customer service, the latest in technology and a partnership that will see both them and us prosper. Bosasa also fully believes in empowering South Africans through proper training and upliftment. We're very proud to announce that we recently received BBBEE level 3 status.

What is our industry?
Services including Managed Vehicle Maintenance (the focus of this document)

CHALLENGE - What is the business problem or challenge that is facing the company?

When the BOSASA Group decided to implement Microsoft Lync as its Unified Communications system, it was important that the system also cater for the Contact Centre as operated by Kgwerano, a company within the group, responsible for the Managed Vehicle Maintenance. By implication, this means the routing of incoming calls to a specific call queue or skill group which is key to improving the authorisation process as well as managing the availability of Call Centre agents. On top of this this, we required an easy to use dashboard and reporting system. Our Implementation partner recommended we look at Espera as a possible solution and the rest is history.

The main challenge facing the business and ultimately the end user is maintaining the SLA which states that 95% of all calls must be answered within 60 seconds. To reach this objective, it is crucial that call queues are monitored and visible. Espera gives us the tools to do exactly that through its Dashboard.

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SOLUTION - An overview of how the company and AdvaTel partnered to provide a solution.

The partnership was a three-way relationship between BOSASA, Dimension Data (Solution Provider) and AdvaTel. Dimension Data recommended we have a look at Espera and Lync did not include reporting at the level we required. The next step was to set up an online conference with AdvaTel in order to establish requirements and plan the way forward. We liked what we saw and immediately decided to move ahead and do a Proof of Concept. AdvaTel was gracious enough to allow us a trial version of the Espera which we implemented. Decision-making was easy as all went exceptionally well from first contact through to implementation.

A point to note is that all this was done across the Indian Ocean between South Africa and Australia.

RESULTS - Describe the key capabilities of Espera and business benefits to the company.

- Single sign on (via Espera to Lync)
- Real time Dashboard viewing agent status activity
- Dashboard viewing on PC and Call Centre monitors

What are some of our notable achievements?

Achieving our Service Level agreement of 95% of calls to be answered within 1 minute

Was there any unexpected benefits from the implementation of Espera?

Agents are now taking ownership of the SLA, we have implemented an incentive to the measurement and we are now achieving our SLA, adding service excellence to our clients.

"As Lync already came with an excellent call center and IVR capability, we wanted to use this capability rather than duplicate it with an "add-on" product. The Espera plug-in fitted in well with our existing infrastructure and the calls never left the front end server which boasts a number of advantages." Johann Fourie, Bosasa Operations (Pty) Ltd