



## Virtual, multi-channel contact centre

SaaS (Software as a Service) pioneer, **BIW Technologies** is a global leader in online business applications which support successful delivery and management of built assets.

### Multi-channel, multi-site contact centre

When the BIW team were looking for a way to rapidly implement a virtual multi-media contact centre across two countries, integrated with both Microsoft CRM and Microsoft Outlook, they found a technically innovative partner in **mpl systems**

Drawing on more than 14 years' contact centre practitioner experience, mplSystems designed a solution which would give BIW multi-media contact centre capabilities but without the extensive investment normally associated with this type of project.

### Microsoft Outlook Adapter

With Microsoft Outlook and CRM already in use by all BIW agents, it made sense to utilise this common interface and so the Outlook Adapter was developed to enable full contact centre functionality at agent desktop level.

BIW now have a virtual contact centre operation across two locations – Nottingham and India – complete with Voice over IP, CTI, email and sophisticated real-time and historical reporting, encompassing both call centre and business data. The Outlook Adapter has proven to be particularly successful as the agents' familiarity with the desktop environment means training requirements are drastically minimised.

**Paul White**, CEO of mpl systems, explains:

*"Outlook is already a part of many companies' desktop portfolio to support email communications, so it made sense for us to extend the Outlook interface to support telephony and full multimedia contact centre functions directly from the Outlook desktop. So, with mpl systems' Outlook Adapter, Outlook can literally be the heart of the modern business communications environment."*

- ✓ Virtual Contact Centre operation across 2 locations
- ✓ No additional desktop software required as Microsoft Outlook is the agent desktop
- ✓ Extensive real-time and historical reports
- ✓ Inherent Business Continuity provision
- ✓ Seamless integration with Microsoft CRM



*"We were looking for a contact centre solution that we could implement quickly across two countries but that would also provide seamless integration with our existing Microsoft based systems. mplSystems have exceeded our expectations with an advanced yet incredibly cost effective solution."*

**Danny Polaine, BIW Technologies**