

Customer interactive solutions



The role that the contact centre plays within organisations has evolved dramatically in recent years. The efficiency and effectiveness of your communication with customers is now recognised as a clear differentiator in business. It's also why improving the customer experience and reducing costs are major drivers for contact centre operations around the world.

The business issues we address

- We **reduce wastage** in your organisation's current operations and help you get more from your existing resources (workforce optimisation)
- We **reduce your technology costs** through the consolidation of infrastructure, applications and support resources (contact centre integration and managed services)
- We **help you generate incremental revenue** from existing customers and improve levels of customer retention (interaction management)
- We **help you drive interactions** that are currently handled by human agents to self-serve channels (self-service)

Dimension Data is a recognised global leader in the customer interactive space. We touch over seven billion customers a year via contact centres and self-service channels we've consulted on, helped build, design, implement, integrate and manage on behalf of our clients.

About Customer Interactive Solutions:

- Enables over seven billion customer interactions each year
- Has deployed over 30,000 workforce optimisation seats worldwide
- Has designed, built and managed over 450 contact centres worldwide

Our focus areas

plan		build		support		manage		improve		innovate	
Contact centre integration	Maximising efficiency and intelligence in routing and managing customers through contact management architectures based on TDM, IP, Intelligent Network (IN), or a combination of these technologies										
Self-service	Automating interactions using self-service applications that allow customers to navigate intelligently, complete transactions or access information across multiple channels, with a particular focus on a speech recognition and interactive voice response (IVR)										
Interaction management	Optimising the business performance of customer processes through tools and frameworks that guide customer interaction and dynamically provide all relevant information required to resolve calls										
Workforce Optimisation	Enhancing the performance of and empowering agents to provide effective and efficient service to customers through competency, workforce, quality and performance management processes and tools.										
Operations	Setting-up, running and enhancing an organisation's contact centre operations to balance performance, risk and cost through full operational consulting and strategic outsourcing, including offshore migrations										

Partner relationships

Dimension Data's Customer Interactive Solutions has an extensive history of partnerships across multiple vendors, including Cisco, Genesys, Avaya and Nice. These vendors, together with Dimension Data's integration and operational expertise, provide technology solutions for contact centres to enable organisations to optimise their business performance and capabilities.

Customer Interactive Solutions' consulting products such as the Contact Centre Integration Assessment provide our clients with a more strategic view of the contact centre to ensure the prioritisation of contact centre projects, appropriate technology strategy and justification of technology spend that will ultimately result in customer satisfaction and improved service levels.

Clients

Dimension Data provides Customer Interactive Solutions to leading companies around the world. Our clients include:

Financial services

- Absa
- Coris Capital
- Commercialbank

Telecommunications service providers

- Vodafone
- Nashua Mobile

Public sector

- Newport City Council
- New York City Housing Authority
- Unisa

Transport and logistics

- Fedex
- Expedited Transporters of Premium Freight

Other industries

- Perdue Pharma L.P
- International Healthcare Distributors
- Eternity Health