

3D TGNT offered advanced solution for global diagnosis manufacturers

Customer Overview

Customer is one of the 5 well-known global diagnosis manufacturers. They engage in IVD manufacturing and distribution. Their core products cover chemical, chemical immune, hemostasia, microbiological and epidemic diagnosis, especially for immune chemical diagnosis including plasma protein and cardiac. Customer is headquartered in USA and has offices in 43 countries and 6,500 employees and about 24,000 customers all over the world.

Customer Request

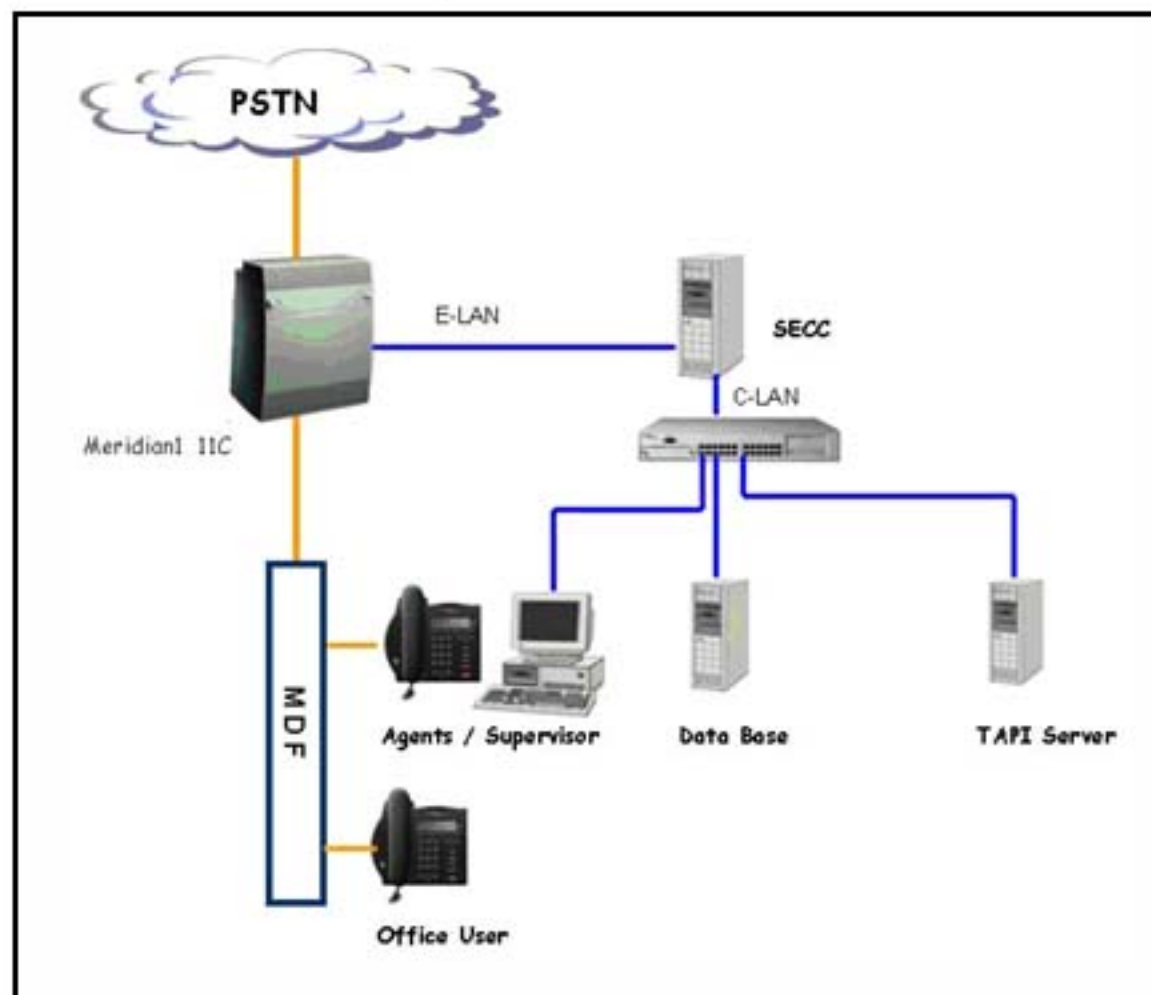
Thanks to the growing business, the previous group phone of Customer Shanghai RO cannot meet the business development demand. Customer realize the need to communicate with customers, headquarters and other branches on the strength of a more advanced, efficient, convenient and flexible communication system and the need to introduce a customer service center to provide better services like phone and telnet services.

The challenge

The entire system is not only for office communication for customer, but also for customer service. It is a small call center with not many seats but strict requirement. Post-sales engineers need to move between office and the lab and wish to have access to computer database anytime without missing any call from customers in the office and the lab. They may not just communicate with customers over phones, but also provide remote support to medical institutions, as well as receiving information such as email, voice mail and fax.

3D TGNT's solution

3D TGNT has designed an entire set of advanced and flexible office communication + call center + unified message + mobile communication system, which is customized for customer. The entire system includes Nortel Meridian 1 Option11C, SECC (Symposium Express Call Center), Symposium TAPI, CallPilot for unified message system and Altitude applications: uCI portfolio and DECT system of KirK digital mobile communication. The entire system is advanced and flexible that fully meets the request of customer. It is also the first system after Altitude's successful introduction into Chinese market.



Process of the call center is as follows:

Customer call --call reaches PBX Meridian 1 Option 11C, router is taken care by SECC, Altitude -- Assisted Server is informed of the need to handle calls --once informed Server forwards the call to available seat representative, who has logged on Altitude Assisted Server --the representative will receive the call automatically, with the customer's information shown in their Windows display --uAgent will record all calls and advise on ask-and-answer between the representative and the account, and provide information support to maintain consistent services --After the call, the representative may input via uAgent interface and add customer call to Altitude uCI database. The entire process substantially reduces paperwork and provides a complete account record.

Description of System Products:

- 1, Meridian 1 Option 11C is the communication system designed by Nortel Networks for medium- and small-sized enterprises and branches of big enterprises. It supports all sophisticated functions of Meridian 1 series. Its stable, flexible and simple platform design, powerful functions and reliable quality, converged communication framework with voice and data integrated, as well as IP connection, enables provision of complete voice/data solutions. It may not just provide high reliability to achieve efficient and convenient business, but also carry out investment plan step by step as per business development planning and deploy IP telephony and networking. Hence, it is the first choice of many top corporations around the world. Meridian 1 Option 11C may fully meet the business request of customer Shanghai RO and is convenient for communication between customers, headquarter and other branches.
- 2, Symposium Express Call Center 4.2 of Nortel Networks integrates call router with call handling flexibility and visual management tools to enable responsive service, productivity growth and upgrade to contact center with up to 150 agents. It takes advantage of manpower to increase productivity, supports router with up to 50 techniques and provides historical management reports, photos and real-time text. Its open data interface is easy for integration with third-party applications, especially good for small call center intended to have the same functions as large ones. SECC Release 4.2 runs in Windows 2000 O/S. It supports multiple languages if run in Windows 2000/XP.
- 3, Symposium TAPI Service Provider is a reliable, cost-effective, efficient and open solution created by Nortel Networks, which may run together with phone and computer. It links API of Microsoft TAPI with Meridian 1. Based on Microsoft TAPI, Symposium TAPI Service Provider is a widely adapted industry-standard interface, which puts together the functions of computer and telephone to achieve CTI. As a link, Symposium TAPI Service Provider combines system with customer contact (such as phone, email and Web).
- 4, CallPilot of Nortel Networks is a brand-new integrated message solution, which has voice mail, email and fax in one. You may get control of your personal communication system by voice command by voice identification function. The platform design, Client/Server structure, picture management interface and real-time online help enable Callpilot to manage the system simply and efficiently. User may use the same "multimedia" mailbox to receive, save and process voice mail, fax and email in the same interface, and manage the mailbox by voice control in voice activation mode.
- 5, 3D TGNT supply customer with professional digital phone 3904 and enhanced digital phone 3903 with LCD and programmable multi-function key. Such digital phones enable users to take advantage of many functions of Meridian 1, with controllable volume, several programmable function keys with LED display and multiple numbers in one. They may provide functions such as forward, transfer, save, no interruption, conference, group call, insertion, vibration ring and indicator light, as well as 2B+D voice and data transmission. They are especially suitable for managers, senior management, professionals and technical experts.



3903 Phoneset



3904 Phoneset

6. Altitude's uCI (Unified Customer Interaction™) may consistently handle customer interaction with no need to consider communication channel. It is the most effective solution to manage client relations by integration support for manual and self-attended interaction in multi-channel environment. Altitude uCI takes into account both the current and future need for new and traditional contact centers to achieve optimum resources of the customer service center and constant business expansion.

7. Provision of Kirk 500 control stations and Kirk 3040 DECT handphones. Kirk DECT is a set of digital mobile communication system for businesses with multi-stations. It not just has DECT's typical features, such as strong mobility, clear voice, privacy, environmental protection, but also may be flexibly and conveniently connected with voice communication equipment (such as PBX, analogue exchange system and broadband IP PBX). In addition, it has wide coverage and big capacity for mobile phones, and may be extensively applied in high-class community, hotel property management, supermarket, hospital, hotel, factory, logistic center, warehouse and other large- and medium-sized enterprise.

Benefit for Customer

3D TGNT's solution has taken into consideration customer Shanghai RO's need, especially those of customer support engineers, who need to move between office and lab and switch their phones without missing any call. The flexible DECT handphones enable engineers to move between these two areas. Callpilot unified message realize customer's hypothesis for centralized message processing. It is ready for use upon installation and independent from the infrastructure - Altitude uCI and supports voice, email, collaboration and talk via network.

Customer Shanghai RO is much satisfied with 3D TGNT's proposal and chose 3D TGNT and signed agreement in May 2005 to get 3D TGNT to carry out the entire project, given 3D TGNT's achievement and extensive experience in business communication. After deployment, their sales and customer service departments work together to improve not just efficiency and flexibility, but also customer satisfaction.

3D TGNT Co., Ltd.

3D TGNT Co., Ltd., formerly was a joint venture company established in 1988 with majority equity held by Nortel and joined hands with 3D Networks in 2003. 3D Networks is a wholly owned subsidiary of the Singapore-based Planet One Group. 3D TGNT has successfully provided communication systems to over 4000 customers in China and always place emphasis on consolidating and strengthening multi-platform and multi-technology expertise. We partner with the leading technology vendors in the world to deliver seamless, customized, scalable and interoperable solutions to customers to meet the changing business need. 3D TGNT is Nortel Networks' strategic partner and exclusive distribution/reselling partner for Meridian 1 portfolio products in China. 3D TGNT is also the Advanced Technology Provider (ATP) of Cisco IP communication.

Altitude

As 3D TGNT's partner, Altitude Software is a global supplier of Unified Customer Interaction™ - uCI solutions for call center application. Founded in 1995, it is the current leader in contact center solutions. Altitude's accounts range from financial service organizations, telecom companies, outsourcing operator, power industry to retailers, etc. This is also the first system after the successful introduction of Altitude solutions into China.

Kirk Telecom

Kirk Telecom Denmark is mainly committed to development and manufacture of DECT and ISDN products, and is a top manufacturer of DECT products in Europe with more than 100 years of history. It is the partner of Philip, Lucent USA, Fujitsu Japan in OEM mobile phones, as well as Cisco. More than 25 million users over 25 countries are using Kirk products.