

DAMOVO HAS IMPLEMENTED AN INNOVATIVE CALLCENTER-ON-DEMAND SOLUTION FOR LINDE GAS

„By engaging Damovo as our general contractor, the implemented call centre services now allow our personnel to be reached over longer business periods than before. We can offer more personal connectivity and have a measurable service level.“



LINDE GROUP



Industry:
industrial gas and engineering

Region:
more than 100 countries

Size:
approx. 63,000 employees

Turnover:
€ 60 billion (2013)

www.linde.com

About Linde Group:

The Linde Group is a world-wide leading industrial gas and engineering company. The company employs over 63,000 persons around the world, maintains a presence in over 100 countries and achieved an annual sales figure of about 16 billion Euro (2013).

The Linde Gas division has its headquarters in Pullach, near Munich, and is the world's leading supplier of industrial gases. Aside from a myriad of gas products used in industry, commerce, trades, medical applications, research and environmental protection; Linde Gas also offers its customers extensive application-engineering know-how, comprehensive services as well as the hardware necessary to use the gasses.

Understand

About 50% of the orders for gas are placed with Linde Gas over the telephone. Different departments located at various different company facilities are responsible for the diverse array of products. Responsive, reliable telephone connectivity is of critical importance to Linde. This connectivity must span distributed company facilities because repeat customers only want to have a single contact partner and small customers also need good support. An in-house callcenter would mean substantial capital investment and produce ongoing high operating costs. A flexible, demand-oriented solution had to be found that would be economically advantageous.

Deliver

Damovo developed a Callcenter-on-Demand solution which could be configured directly in the virtual network within only one week. Aside from a monthly base charge that includes complete hardware and software maintenance, remaining costs depend on call volume; i.e. fewer callers also means lower cost. Required callcenter services are utilised in a manner that is flexible, responsive and precisely scaled to demand. The technical prerequisite: a telephone connection and Internet access.

Improve

Because this single system is configured redundantly in the network, the Callcenter-on-Demand solution exhibits high availability and can handle any peak loads that occur. This service offers a voice port and outbound dialling functions. Around-the-clock technical service is also included.

By engaging Damovo as our general contractor, the implemented call centre services now allow our personnel to be reached over longer business periods than before. We can offer more personal connectivity and have a measurable service level. Thus we combine the advantages of callcenter technology with those of a service organisation in close contact with its customers – without investing in telephone equipment.”

Ulrich Melles,

Manager of CRM Germany at Linde Gas

Damovo delivers technology-enabled business efficiencies to enterprises around the world, enabling them to stay ahead in today's digitally transforming world.

Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

Explore more at www.damovo.com
