

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

FUTURE-PROOF ICT SOLUTIONS FOR WARRANTY PROVIDER WERTGARANTIE

„We have now laid the foundations and our set-up is future-proof. The new IP solution by Damovo provides high-performance functionality in the core areas of IP telephony, contact centre and unified messaging. It's easy to manage, has a modular set-up and can be modified or expanded at any time.“



WERTGARANTIE



Industry:
Warranty

Region:
Germany, Austria &
Switzerland

Size:
approx. 340 employees

www.wertgarantie.de

About WERTGARANTIE AG:
Wertgarantie in Hannover is the No. 1 warranty provider in Germany in the fields of consumer electronics, household appliances and bikes. The business has been providing warranty solutions over and above implied warranties since 1963, and maintains a contract portfolio of over 1.4 million clients.

More than 5,400 partners in Germany, Austria and Switzerland are currently working with Wertgarantie; in addition, their subsidiary, European Warranty Partners SE, is active in the Netherlands. The business group, which can count itself amongst the 100 best employers in Germany, currently has 340 employees.

Understand

The specialist insurer had decided to update its telecoms solutions, which had been reliably in use for more than ten years. As a result of market research and the call for tender, the contract to introduce the latest IP telephony, contact centre and unified messaging technologies went to Damovo. The know-how and extensive experience in managing ITC systems played an important role in this decision, as Damovo's service team had managed the previously-used telecoms system.

Deliver

The core of the new infrastructure is the Cisco Unified Communications Manager. The second important element of the solution is a unified messaging component with voicemail, fax and text message integration in MS Exchange, including availability management for 150 participants based on the Caesar solution by Cesis.

MS Outlook is used as a client for all unified messaging applications. An equally integral part of the Cesis Applications Suite is a CTI solution for 150 employees in the office area. The third component comprises an application for customer service. Specifically, this is the Contact Center Suite AgentOne by Sikom for 150 agents and 15 supervisors.

Improve

The redundant design of the media convergence server provides a maximum level of stability and availability for the communications system. Kai Brennecke, project manager at Wertgarantie in Hannover, happily explains the main benefits of the new system.

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Kai Brennecke,
Project Manager Wertgarantie

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
