

# DAMOVO

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## INDIGO HELPS CUSTOMERS TWICE AS QUICKLY WITH CISCO UNIFIED CONTACT CENTRE

Indigo, a leading car parking solutions provider, wanted a smarter customer service system for its car parks. Damovo implemented a Cisco Unified Contact Centre solution that was linked to the parking garage intercom systems, camera surveillance and paystations. This enabled smarter routing of calls - whereby the support staff member could see everything on screen and help the customer at twice the speed.



Industry:  
Car Parking

Region:  
Belgium

Size:  
250 employees in Belgium

<http://be.parkindigo.com>

## About Indigo

Indigo Belgium is one of the largest car park operators in Belgium with over 45 car parks and the management of on-street parking in 26 cities. With the user's convenience in mind they design, build, finance and operate custom, ever more intelligent car park solutions. Mobile payment and pre-reservation of parking spaces are just some examples of services that create an increasingly integrated, smooth and convenient customer path.

## Change Driver

In recent years, Indigo has experienced strong growth in Europe. In Belgium, Indigo manages more than forty five car parks either on behalf of municipalities or shopping centres. More car parks mean more customers, which ultimately results in more calls to their customer service facility. "There can often be small problems with the payment terminal or a barrier that won't move" says Philippe Deraeve, ICT Director at Indigo. "With the push of a button, our customers can call for assistance via the intercom. Due to the increasing number of customers and calls, the waiting time became longer and longer. That is why we needed a more intelligent system to handle the calls. At the same time, we also wanted to be able to measure the number and duration of calls more easily."

## Damovo's approach

At first Mr. Deraeve's team looked at how colleagues in Spain and France worked. They found that when an incoming call is made, employees immediately see a camera image of the person calling them. This helps them to identify quickly where the problem has occurred. The external software of the payment terminals and the barriers were also fully integrated with the intercom platform.

In order to replicate this system, extra equipment would be needed in each car park. Indigo Belgium was not keen to do this. Instead, after consultation with Damovo, they decided to change the approach and integrate everything at the software level.

"Damovo advised us to work with Unified Contact Centre Express - Cisco's intelligent contact centre software. We had already linked our Cisco telephony system with the intercom. Damovo arranged a meeting at Cisco where we received a UCCX demo. We were immediately convinced. Adding UCCX would give us additional capabilities to handle calls, with better waiting functions and clear reporting. After analysing the costs, the simple addition of UCCX was also more cost efficient and faster," said Philippe Deraeve.

Damovo installed the application on Cisco UCS servers in Indigo's data centre, in addition to the Call Manager Business Edition 6000 software. The contact centre software routes calls from the intercom in the parking garage to the right customer service agent. Damovo also linked the software to the camera surveillance, the access control system of the barriers, and the paystations.

## Customer Value

In the past, all Indigo employees had to open separate web pages to view camera images and operate the barriers or vending machines. Now when an employee picks up the phone they can see everything on one single screen. This means they no longer have to spend time establishing where the customer has parked. This has improved the call resolution timing and also overall call handling efficiency.

"A call that used to take an average of 1 minute, takes 30 seconds. Automation is a huge step forward," says a satisfied Philippe Deraeve.

## Expanding customer service in the future

Indigo is now planning to expand the contact centre application with a dashboard solution displaying real-time data on screens and displays. The continuous monitoring of queue lengths and response times with visual alerting will help Indigo to make better decisions to assist their customers even more efficiently.

**W** A call that used to take an average of 1 minute now takes only 30 seconds "

**Philippe Deraeve,**  
ICT Director, Indigo

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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.

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