



## Case Study

### ABOUT ENVISAGE

The Envisage software suite includes specialist Customer Service and Call Management systems. Used in many sites in New Zealand, Envisage accounts for a significant share of the New Zealand Call Management market.

Envisage enables a wide variety of calls to be handled by one system. With skills-based routing, requests can be automatically forwarded to the appropriate person or department. All product quality control issues can be automatically forwarded to the applicable department and requests for service can be directed to the Customer Support Team. No human or manual intervention is required.

Whether you wish to leverage off advanced systems to provide high quality support without additional staff, or you run a complex network of distributed Call Centres, Envisage software can provide a scalable, cost-effective, enterprise-wide, Customer Service or Call Management Solution.

The Envisage suite of software is developed and written entirely in New Zealand. Dealing directly with the developer enables Envisage software to be easily integrated with your existing business applications.

Affordable pricing enables the solution to be fully optimised to requirements, yet remain within budget.

Fusion5 can implement the Envisage solution in next to no time, ensuring your benefits are immediate.

For further information about how Envisage can benefit your organisation please contact us.

Ludy Colenbrander  
p 64 9 379 0525  
m 64 21 625 000  
e ludy.colenbrander@fusion5.co.nz

### CIVIC CONTRACTORS

**Civic Contractors (Civic) specialise in graffiti removal and is contracted to Auckland City Council to remove graffiti around Auckland City.**

#### Civic's need for change

Civic recognised they had an urgent need to increase their efficiency to ensure Service Level Agreements with Auckland City Council were met and contract commitments were retained.

Prior to implementing Envisage, the process for reporting and allocating graffiti removal calls was very manual.

Calls received by the Auckland City Council call centre were logged through to Civic Contractors' staff. Staff were then allocated paper job lists daily, requiring them to be present at the office every morning. Staff would then update their job lists with any new "tags" they encounter during the day. Updated data from these lists would then be entered into the database once staff returned to the office.

Once they recognised the need to improve their process, Civic decided to invest in Envisage Support Centre Management software from Fusion5 to support their business needs.

With the implementation of Envisage BlackBerry, Civic's process is more simplified and has improved significantly. Auckland City Call Centre staff now log graffiti complaints from the public straight into Envisage. Historically graffiti operators received their jobs on paper, an average of two days after reporting to the Auckland City Council call centre. Now, thanks to the BlackBerry application, the call can be relayed to the operator within the hour.

The Envisage solution interfaces directly with a BlackBerry server, allowing the call to be promptly assigned to a staff member in real time, removing the need for paper lists and time delays waiting for staff to return to the office for their updated job lists.

Consequently the public receive a far greater level of service from the Council as a direct result of Fusion5's Envisage BlackBerry application and call logging system.

BlackBerry is an important component of Civic's overall Envisage solution. There were many reasons for Civic's decision to invest in Envisage including:

- » The ability for new jobs to be allocated to staff remotely without the necessity to return to the office first.
- » Mobile staff can open new jobs as required and report on work carried out in real-time.
- » Before and after photos are taken with the BlackBerry and added immediately to the database making them accessible to Auckland City Council staff and Police.
- » New jobs can be logged on the fly, straight into the Envisage system.
- » Cell phone coverage is not an issue due to BlackBerry technology.
- » BlackBerry software provides real-time data and allows easy access to information that is available at the office.

#### The BlackBerry Solution

BlackBerry mobile solutions are now causing some organisations to re-think providing mobile staff with laptops. A BlackBerry is smaller, lighter, has longer battery life, is less prone to theft and is cheaper than a laptop as well as offering a better real-time interface with centralised databases. Additionally, security features allow the deletion of sensitive data from a BlackBerry remotely, in the case of loss or theft. BlackBerry phones can be made even smarter with the inclusion of barcode and signature capture devices. The addition of a specially designed protective cover means that a BlackBerry can be used in many challenging or harsh environments.