

VOLKSWAGEN FINANCIAL SERVICES UNITED KINGDOM



NEXTIRAONE IMPLEMENTS A NEW VOICE AND DATA SYSTEM FOR VOLKSWAGEN FINANCIAL SERVICES - TO ENHANCE THEIR CUSTOMER EXPERIENCE AND CUT OPERATING COSTS

With customer service at the heart of its business model, VWFS was looking for a partner who would deliver a robust, efficient, future-proof system for their new contact centre, which would introduce an improved level of business continuity. They found one with NextiraOne.

THE CLIENT

Based in Milton Keynes, Volkswagen Financial Services (UK) Limited [VWFS] provides a range of financial products to the Volkswagen Group, including its franchised retailers across the UK.

Services include leasing and contract hire agreements, financial packages for vehicle purchasing, insurance products and fixed-cost maintenance plans. With over 450 full-time staff at its two Milton Keynes sites, VWFS handles over 180,000 live customer accounts, all of which must run efficiently and be instantly accessible. New products are constantly emerging and the company must be able to handle the complex and ever-changing scenario of the current banking environment and the Financial Services regime. At the same time it must provide a consistently excellent customer experience which is in keeping with the brand values of its parent company, Volkswagen AG.

THE CHALLENGE

NextiraOne has worked with VWFS in the past, providing and managing its telephone system, including ongoing support, upgrades and enhancements. This time VWFS wanted to introduce a new 150-seat contact centre which would maintain and improve its service to both telephone and on-line customers, at the same time ensuring high levels of business continuity.

The company also wanted to consolidate its data centre activities and upgrade the hardware to blade servers in order to reduce its energy and maintenance costs. New automated services for customers, such as a service allowing customers to obtain settlement figures for their accounts through online access were to be introduced. At the same time the system had to meet the exacting standards required from VWFS's HQ in Germany.

WORKING WITH NEXTIRAONE

"The NextiraOne project team was very professional and delivered excellent results. The transition was carried out smoothly and seamlessly without any customer downtime. One day we were running the old version and the next we were fully operational with the new system - without any hitches."

Adam Williams,
Voice Communications Specialist,
VWFS.

CUSTOMER REFERENCE



THE SOLUTION

VWFS asked NextiraOne to design, plan and implement the project because of its excellent track record in delivering telephony and data services both for VWFS in the UK and with Volkswagen's parent company in Germany. NextiraOne was familiar with the high expectations that Volkswagen had of its systems and the consistently excellent levels of customer service the company aims to deliver.

VWFS had a number of requirements from the project: first and foremost was the desire for improvements in the customer experience, including the introduction of new online services. This was combined with the need for enhanced resilience within the system in order to ensure business continuity. The company also wanted to reduce costs and environmental impact where possible and to implement a future-proof solution that would allow the introduction of additional services in the future.

Central to the project was the concept of two parallel data centres in two separate locations, containing duplicate systems and information so that the loss of one building or contact centre would not result in a loss of function and interruption in the service to customers.

NextiraOne designed and implemented the new contact centre, using Genesys software and Alcatel-Lucent telephony, and duplicating the system across both data centres. At the same time the NextiraOne project team also migrated the system onto a more efficient blade server environment, reducing the number of servers required from 20 to just five. This allowed a reduction in the amount of physical space required and also in the power requirements for the servers and for air conditioning. It also had a significant impact on the support costs for the system.

The NextiraOne project team designed the Genesys contact centre system and implemented it in a way that allows the two sites to interact and to duplicate the data. As part of the upgrade new wallboards have also been installed so that they interface with the telephone system and display relevant information for the operators on both sites.

For VWFS the new contact centre has helped to simplify and improve their management reporting, whilst providing a better interface for their customers with added services and the ability to further enhance the system in the future. The new blade server environment has brought cost savings whilst the implementation of parallel systems has increased the overall resilience of the company's online services. Moreover, NextiraOne was able to co-ordinate all the aspects of this complex operation so that they were implemented seamlessly and without customer down-time.

WORKING WITH NEXTIRAONE

"This was a complex project, combining the migration to new technology within our data centres and the introduction of new services. NextiraOne's attention to detail in the design and planning has given us a system that works well for us now and will also accommodate our future needs."

*Adam Williams,
Voice Communications Specialist,
VWFS.*

NextiraOne are Europe's leading experts in communications services. The company designs, installs, maintains and supports all of its customers' communications needs from voice to mobility, security and applications. NextiraOne provides seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to customers.

DISCOVER MORE AT WWW.NEXTIRAONE.CO.UK