



Founded in 2000, Intelcia has progressively emerged as an key player in the outsourcing market and is today one of the top 10 French-speaking outsourcers in customer relations.

Key figures

- 10 sites in France and Morocco
- 3,500 employees
- 2010 and 2011: successive takeovers of the groups Eurocall and The MarketinGroup

Channel



Objectives

- Implementation within three weeks
- Reliability, stability and maximum security
- Flexibility

A Reliable and Flexible Call-Management Solution that Rolls Out in Three Weeks!

CASE STUDY



CONTEXT

At the start of 2008, Phone Marketing (taken over in late 2011 by the Intelcia Group) wanted to pursue a public procurement bid launched by the 'Agence Nationale du Traitement Automatisé des Infractions (French National Agency for Automated Offence Processing).

The Agency was particularly demanding. It was looking for a candidate that could ensure the response to information requests by offenders, at its premises and on its own network.

As Phone Marketing's telephone infrastructure was not adapted to support an off-site operation, Stéphane Fagge, Director of Information Systems, began looking for a non-intrusive solution than would adhere to ANTAI's security policy.

CHOICE AND ROLL OUT

Diabolocom is now seen as a partner that can fully respond to all the ANTAI's requirements.

"We were impressed by the full-IP service that is perfectly in tune with the set we wanted to offer to our future customer", Stéphane Fagge remarks. "There's no doubt this innovative facility was an important element in our service" he adds.

RESULTS

The contract with the ANTAI has been renewed, again on the basis that the Diabolocom contact centre be used.

"To this day, all promises have been kept: implementation in under three weeks, the availability of teams, etc.

What is more, the solution has been tried and tested over eight years - it is reliable and stable. Why change a winning team?"

says Stéphane Fagge, smiling. He admits he would not hesitate in running again to Diabolocom if Intelcia is called upon again by a public sector body seeking the same flexibility.

