NGT Group: Qmatic Orchestra 7 Success Story

NEXT Generation Technologies

QMATIC
PREMIER SOLUTION PARTNER

NGT Group and Qmatic have been in a successful partnership for more than 12 years. Today, NGT Group is a Premier Solution Partner of Qmatic and their 60 employees serve a large portion of the Customer Journey management market in Georgia. NGT Group's highly qualified technical specialists have successfully implemented complex projects in all 4 of Qmatic's major sectors: finance, government, healthcare and telecoms.

NGT services around 550 Qmatic systems in 25 different Georgian cities – encompassing 6000 workstations and a minimum of 50 million tickets a year. With the help of the customer care portal, NGT meets the agreed response and resolution time for each SLA – resulting in a productive, mutually beneficial partnership.

😊 QMATIC ORCHESTRA 7

NGT was one of the first Qmatic partners who expressed the need for flexible and modular licensing for Orchestra. One year before Qmatic Orchestra 7 was launched, NGT was competing for business in the healthcare sector, and the customer needed slimmed functionality of Orchestra 6.

Instead of heavily discounting, NGT Group and Qmatic created a special proposal with a slim version of Orchestra 6, to close the deal with the exact functionality that the customer requested. This allowed NGT to win the tender, and enabled the customer to add services to their offering.

Around visitors daily are served by 400 operators **14,000**

The deal was a Orchestra 7 solution for Tbilisi Public Service Hall. Today the platform manages around 14,000 visitors daily – served by 400 operators in one area – proving that Qmatic's Orchestra is the most robust solution on the market.

NGT now use Orchestra 7 modularity to compete in difficult customer cases where slimmed functionality could help to win the deal from competitors. Before Orchestra 7, the only way to win those kinds of deals was to use Solo.

> **"Orchestra 7 enabled us to approach customers with diverse CX challenges – and limited usage experience – and grow with them. We've been able to resolve those challenges with an increasingly high level of quality."**
>
> **David Samkharadze, CTO of NGT**

NGT has the possibility to use Orchestra 7 modularity, so NGT and Qmatic launched a massive upgrade campaign for Qwin, Solo and Orchestra 6 customers in order to drive the customers towards Orchestra 7. As a result, NGT has successfully upgraded several key customers to Orchestra 7 in the last year.

❤ PRACTICAL EXAMPLES OF BENEFITS

- A customer wanted to add appointment booking to on limited scale. This was not possible in Orchestra 6. However, after upgrading to Orchestra 7, NGT Group implemented appointment booking in selected branches. This solution is scalable, so the customer has the ability to expand the functionality to more branches in the future.

- Another customer required digital signage within their flagship branches. With Orchestra 7, they were able to sell Digital signage to some branches – while retaining the ability to extend this function to other branches in the future.

- Another customer wasn't using all the functionality of Orchestra 6. After an upgrade, the customer requested and received only the functionality that they were using. This brought the user's license more in line with their budget and at the same time, gave NGT the ability to upsell and increase the customer's functionality over the next few years.

> **"Qmatic adds value to our business by delivering strong sales, and a recurring revenue stream. We use their services for everything from Solo, to Custom UIs and integrations."**
>
> **David Samkharadze, CTO of NGT**

Inside the Tbilisi Public Service Hall.

David Samkharadze, CTO NGT

Contact us to find out more

www.Qmatic.com
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