

CASE STUDY.

Success Story



Client

TAURON Obsługa Klienta sp.
z o.o

Industry

Coal and energy

Best known for

TAURON Obsługa Klienta sp.

z o.o is a subsidiary of the TAURON Group, one of the largest business entities in Poland with core business in hard coal mining and generating and supplying electricity and heat.

TAURON Obsługa Klienta sp.

z o.o handles customer service for the TAURON Group.

Location

Sudecka 95-97
53-128 Wrocław
Poland

Contact center type

Inbound & outbound

Contact center platform

Cisco UCCX

Number of agents

540

Partner

Atende S.A.

Recording 100% of all calls and fully complying with strict internal security requirements.

Changes in the TAURON GROUP meant TAURON Obsługa Klienta had to run a modern center, with its recording system as a key element.

TAURON'S STORY

TAURON needed a fully modern contact center that meet all internal security requirements for High Availability (HA), data storage and encryption.

Our objective was to implement a scalable recording system that easily records 100% of calls and is integrated with TAURON's UCCX environment, while also meeting internal security requirements.

In order to do this we executed a combined Cisco/ZOOM solution, with ZOOM's ability to fulfill PCI DSS compliance requirements ensuring that TAURON could meet all its security needs.

As a result TAURON is now recording 100% of all calls, with an internal audit confirming that all security requirements are being met.

“ Implementation went smoothly, and the production stage confirmed the high quality. As a result we increased the number of licences and now have over 500 seats recorded by ZOOM. ”

Andrzej Partyła
TAURON TOK



**OUR PARTNER IN TAURON
ATENDE S.A, WARSAW**

Atende is one of the top IT companies in Poland. Atende's core business includes ICT systems integration and integration of technological infrastructure, including data centers infrastructure. In both of these segments, the company has huge experience resulting from the realization of many implementation projects.

Partner level/type
Gold/Integrator
ZOOM Partner since 2011

“ The Contact Center recording system was deployed based on the ZOOM platform, since the solution guarantees that we meet high customer requirements for security and business operational continuity. ”

Beata Kurzal
Sales Director
ATENDE

The Case in Detail

Changes within the Tauron Group meant TAURON Obsługa Klienta had to run a fully modern contact center, with its recording system as a key element.

Since TAURON uses Cisco as its internal IP telephony standard and consequently runs the contact center on the UCCX platform, the goal was to implement a scalable recording system that is integrated with the UCCX environment and easily records 100% of calls. At the same time the solution has to meet strict internal security requirements for High Availability, data storage and encryption.

In addition, TAURON needed central access to recording and live monitoring via a web interface on the VMware platform.

Atende - ZOOM's partner - has extensive experience implementing these types of projects, and proposed a combined Cisco/-ZOOM solution, with ZOOM's ability to fulfill PCI DSS compliance requirements ensuring that TAURON could meet all its security needs.

ZOOM deployed CallREC with contact center integration, CallREC High Availability and LiveMON, with the result that TAURON is now recording 100% of all calls. An internal audit further confirmed that the HA architecture and recording encryptions fully comply with internal security requirements.

And thanks to ZOOM's maintenance policy, TAURON has immediate access to updates and upgrades to new versions as part of their maintenance license.

About ZOOM International

ZOOM International designs solutions that respond to the need for interaction recording and continuous improvement of business quality and performance in contact centers and back offices. ZOOM improves company-client relationships by providing an array of WFO solutions involving quality management, speech analytics, and workforce management.

Find out more at www.zoomint.com

The #1 Ranked WFO in the
2014 DMG Consulting Report

