

Focusing On Brewing Beer, Not Managing Communications Expenses

Avotus Advantages

Bilingual service requests.

Moves, Adds and Changes completed within 24 hours.

Unified management of a mixed environment including Nortel, Mitel and Centrex systems.

As a successful brewery, producing over 60 quality beers, this company requires communication services for its 3,800 employees and eight different breweries.

Business Issues

In the late 90s, this company recognized they needed to reorganize their workforce so that everyone was focused on their core competency – brewing quality beer. In order to achieve this, the responsibilities for the daily management of their communication environment were turned over from the internal telecom department to Avotus Corporation, a leading provider of communications management solutions.

Solution

Avotus provides this company with a single point of contact for all their telecommunications service requests. Avotus manages:

- All telecom-related moves, adds, changes (MACs) and repairs for 57 sites and 3800 employees across North America.
- All communications-related issues for their mobile workforce.
- An Expense Management solution that reconciles all telecom-related work order invoicing.
- All activity and service level management of work orders assigned to 11 major telecommunications vendors.
- The company's communications infrastructure which includes; Nortel Option 11s, Nortel BCM, Mitel SX200, Centrex and all voice and data circuits.

Results

Telecom service requests are called into the Avotus Help Desk or sent via the Web in French or English. Depending on the type of order or request, significant time and cost savings are generated via Avotus' remote completion of provisioning or problem resolution. Most MACs are completed in less than 24 hours and repairs are handled in less than four hours. And, since Avotus coordinates with every vendor of record for each piece of equipment in the network, Avotus acts as the company's agent if a vendor must be dispatched.

Avotus also reconciles every billing line item from each of the 11 carriers by applying the billed information to the terms, rates and conditions for each carrier based on the applicable contracts. Avotus has helped the company quickly identify billing errors, obtain credits and avoid late payment charges.

When asked about the quality of service provided by Avotus, the brewing company's IT manager said, "Avotus is quick to respond to all of our requests, informs me when there will be delays or if extra information is needed and is really great at following up on all of our issues to ensure they have been completed to our satisfaction."

