

 Unify OpenScape Business

Atos Unify and Datasharp Deliver Next-Gen Comms Solution to Abbey Cars



Abbey
UK / Cars

Atos

Datasharp enables and delivers private cloud, multi-site Atos Unify OpenScape Business deployment that dramatically improves team performance. Abbey Cars, one of England's largest minicab operators, has completely overhauled its communications infrastructure with the help of the OpenScape Business platform. In conjunction with long-term Master Partner, Datasharp, Atos Unify has provided Abbey Cars with a powerful all-in-one solution that brings the benefits of cloud-driven Unified Communications (UC) into its business.

OpenScape Business enables Abbey Cars to centralize all telephony for its five disparate branches, allowing its team to be more dynamic than ever before – thereby enhancing customer service and resilience.

The Task:

Abbey Cars is one of Greater London's most experienced and professional mini cab companies – with more than 20 years in the business.

The company offers its services to both personal and business travelers, and is a great supporter of travel-led technology that can enhance customer service delivery. As the business has grown steadily over the years, Abbey Cars has opened multiple sites - each with its own telephony infrastructure. The company, wishing to ensure continued growth, excellent service and provide staff with the benefits of mobile working, recognised that it needed communications solution to replace its rudimentary, inflexible and disparate telephony infrastructure.

The Solution:

Working closely with Datasharp, Abbey Cars selected OpenScape Business. OpenScape Business enables Abbey Cars to take greater control of its day-to-day operations, administration and configuration of its telephony infrastructure. The platform - which has CRM integration - gives the company full, cutting-edge, UC functionality in a single, affordable and manageable platform.

Implementation of OpenScape Business was quick and easy, with Datasharp setting up the solution, across its five existing sites, in less than four months.

“As Abbey Cars continues to grow, we're constantly looking for better ways to use our resources, while still ensuring we provide the very best customer service. The OpenScape Business solution has boosted our customer service to new heights. With proper integrated call routing in place, calls can now be transferred to anyone in our organisation, across multiple sites, quickly, and easily.”

Andy Nutt,
General Manager at Abbey Cars

The Benefits

The Atos Unify solution, hosted in Datasharp's private cloud infrastructure, delivers voice recording, mail, and messaging service, mobility, a multi-media contact centre and presence functionality, all while ensuring control and critical information remains with Abbey Cars.

OpenScape Business also enables greater reliability and flexibility in Abbey Car's telephony system, as it gives professionals the ability to remotely modify call routing and allocate resources across different sites - leading to improved teamwork and better customer service. Prior to the Atos Unify installation, one of Abbey Cars' other key concerns was efficiency savings. The

company wanted a flexible state of the art telephony solution, which would also offer cost reductions. Through Datasharp, OpenScape Business provided the perfect solution to keep costs down and erase Abbey Cars' reliance on an antiquated, clunky on-site call system - as it could ensure fixed monthly costs and the ability to retain its current hardware infrastructure without expensive upgrades to headsets.

“Moreover, with OpenScape Business we are also guaranteed resilience - as the solution is hosted in Datasharp's private cloud, ensuring that downtime is never an issue for our clients. Finally, this technology has let our staff fully experience the benefits of

mobility and collaboration.” Allan Williams, Technical Director and Winner of the Atos Unify Innovation Award, at Datasharp adds: “In today's super-connected world customers expect a seamless communications experience. Businesses like Abbey Cars want to fulfill this, but are also under pressure to streamline their organisation and futureproof communications infrastructure, while still delivering cost savings. Providing OpenScape Business to Abbey Cars has enabled them to meet their customer expectations, while improving productivity by giving staff members better and more dynamic ways of working. We are excited to help Abbey Cars on its ongoing innovation journey.”

“In partnership with Datasharp, we have delivered a robust and flexible communications infrastructure to Abbey Cars. The company and its customers will benefit from the resilience, flexibility and scalability that OpenScape Business provides for years to come. We look forward to continuing to assist them and other businesses on their journey to UC adoption.”

Barry Tufts,
VP of Channels UK&I from Atos Unify shares

Provided by your
Atos Unify Partner



Master Atos Unify OpenScape Business
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