

((otrs))

Toshiba Europe GmbH Reducing Costs

TOSHIBA
Leading Innovation >>>

OTRS 2.4.4

200 agents

11 locations

100.000 tickets/month

Requirements

TOSHIBA has installed SIEBEL CRM for customer support in international call centers at 11 locations in the EMEA region. This solution brings annual license costs that are very high. In 2010, a cost efficient alternative to SIEBEL CRM based on OTRS is to be introduced.

Solution

- Replacement of the existing SIEBEL CRM solution while preserving the necessary functionalities
- Integration in existing processes, e.g. on-site service, substitution, warranty handling and 3rd-party systems required for warranty handling
- Operation of the development and test environment in the "managed service" model via ((otrs))

Added Value

- Cost reduction by saving on license fees for proprietary software in the seven-figure area
- Increase of service quality and productivity via intuitive usability and consolidation of diverse functionalities/processes in a single user interface