

Unisys and MESSAGEmanager Solutions



Unisys is a worldwide technology services and solutions company. Our consultants apply Unisys expertise in consulting, systems integration outsourcing, infrastructure, and server technology to help our clients achieve secure business operations.

We build more secure organizations by creating visibility into clients' business operations.

Using Unisys 3D Visible Enterprise, we make visible the impact of their decisions ahead of investments, opportunities and risks.

For more information, visit www.unisys.com.

Implementation

Unisys offers mission critical technology and support to some of Asia Pacific's key institutions.

Most Australian bank cheques are processed on Unisys equipment. All purchase transactions from Australia Post outlets are managed on Unisys systems. Air transport and air cargo, as well as the associated management of aircraft maintenance, run on Unisys solutions. Students and staff in more than one Australian State rely on Unisys for their communications and networks. And many other computer and IT suppliers turn to Unisys for their services and support.

Ensuring these organisations can maintain the highest service levels, means Unisys must offer state-of-the art responsiveness.

Unisys turned to MESSAGEmanager Solutions to provide an industrial strength voice mail solution tailored to their needs.

According to Martin Hollis, Project Manager for Unisys Information Technology, Unisys, **"We have a good relationship with MESSAGEmanager Solutions so when it came time to implement new voice mail systems, they were the obvious choice. We sat down and discussed our requirements and chose their MESSAGEmanager VoiceXML IVR (Interactive Voice Response) and Voice Mail. We believe this will meet our immediate requirements as well as delivering functionality for the future."**

"It is a cost-effective, open solution that can integrate to lift the productivity of employees across the region," he said.

The solution will help Unisys employees to communicate efficiently and effectively with clients. Many of the employees have roles that require them to travel across Asia Pacific to client sites. The system enables them to respond to internal and external messages in a timely, consistent manner, regardless of language, time zones and geography.

The new voice mail system delivers powerful functionality to Unisys. The solution frees employees to undertake their work, where and when they want to, while ensuring queries are not neglected and are appropriately handled. Up to five additional greeting messages can be programmed in addition to standard busy, no answer and after hours greetings to enhance callers' knowledge of likely response times.

One of the MESSAGEmanager systems provides IVR functionality which front ends a customer call centre. This enables appropriate redirection of customer calls which saves Unisys labour costs, and enhances customer response times.

