

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.

MESSAGEmanager CASE STUDY >>>

Background

Unisys is a worldwide technology services and solutions company offering consulting, systems integration, outsourcing, infrastructure, and server technology to help clients achieve secure business operations. Unisys Asia Pacific operates across the Asia Pacific region supporting leading organisations including Westpac, Dell, RAMS Home Loans, St George Bank, Vodafone, Qantas, Cathay, Australian Department of Foreign Affairs & Trade and BHP Billiton.

In early 2006, Unisys needed to replace existing proprietary voice mail with a robust and reliable system to support over 1000 employees across six countries.

More information

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On separate MESSAGEmanager Fax systems, incoming faxes can also be delivered directly into the mailbox as a mail attachment ensuring faxes aren't missed and time is not lost sorting manually through paper faxes.

Unisys has six MESSAGEmanager Voicemail systems and one MESSAGEmanager Fax system in Asia Pacific running on IP-networked, Windows platforms.

This ensures ease of management and lower operating costs. The systems were implemented and are supported by MESSAGEmanager Solutions.

The Technology

MESSAGEmanager Voice Mail is based on VoiceXML, Microsoft SQL and media processing resources from Intel and Brooktrout.

VoiceXML is a web based standard markup language for voice applications based on XML. It enables MESSAGEmanager to support virtually any telephony requirement and to be easily customised without having to rely on proprietary scripts and special mail boxes.

MESSAGEmanager integrates with SIP or H.323 compliant IP switches and PBXs and TDM PBX systems including NEC, Alcatel, Fujitsu, Ericsson, Nortel, Avaya, Samsung, Siemens, LG Aria & Panasonic.

MESSAGEmanager Interactive Voice Response is an open standard communications and messaging platform based on Microsoft Windows and VoiceXML 2.0.

Powered by Intel Pentium and Xeon hardware, Speechworks Speech Recognition (ASR) and SAPI RealSpeak™ or Speechify Text-to-Speech (TTS) engines, MESSAGEmanager leverages existing corporate investments in web and backend business applications to deliver information to telephone callers via speech or the telephone keypad.

MESSAGEmanager supports all VoiceXML 2.0 tags and JavaScript using native Microsoft XML and scripting engines, and is one of the first messaging solutions to support both IP Telephony and TDM switches and PBXs.

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