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Media Release: 2 June, 2009

NSC deploys Avaya communications infrastructure for new Vision Australia Contact Centre

Vision Australia has selected converged communications integrator, NSC Group, to design and implement the communications infrastructure for its new National Contact Centre based in the Sydney suburb of Enfield.

Vision Australia, the nations leading blindness and low vision service provider, required a specialised solution which not only provided greater functionality such as advanced reporting and integrated access, but also facilitated enhanced customer service and ease of use by staff who are blind or have low vision.

“The number of people who are blind or have low vision is doubling and it presents a real challenge for Vision Australia to meet the increased demand for services in the future,” said Vision Australia CEO Gerard Menses.

“We needed to find a solution that would enable us to continue to provide the best possible service to Australians who are blind or have low vision.”

“NSC were able to offer a comprehensive solution designed to meet the needs of all aspects of our organisation,” he added.

The Vision Australia solution comprises Avaya S8500 Media Servers, IP handsets, voicemail, Avaya Elite Call Centre (CCE) software, Avaya CMS Call Centre Reporting & Administration, MessageManager Fax server and Verint Impact 360 Voice Recording. Avaya G250, G350, and G450 media gateways are located in the remote sites and are linked to the head office site via Vision Australia’s existing data network.

The Avaya technology is currently being implemented across two main sites - the National Contact Centre in Enfield and Vision Australia’s head office in the Melbourne suburb of Kooyong.

The technology has been customised to ensure it is accessible to staff who are blind or have low vision. The CCE software is also being used to manage multi-media routing ensuring all those who contact Vision Australia receive a fast response to their queries.

In addition, NSC is using Avaya Universal Application Phone Status (UAPS) software on the Avaya handsets. This takes all information normally viewed on a telephone handset and converts it to speech without the use of a screen reading application.

As a result, contact centre staff are able to maintain high levels of efficiency as they can continue working on their desktop while attending to customer calls.

“We are very honoured to have been selected by Vision Australia for this important project,” said Craig Neil, NSC Group CEO. “Members of the NSC Vision Australia team recently underwent an induction session to experience what it would be like to be blind or have low vision. It was extremely enlightening to have a glimpse of some of the daily challenges faced by people who are blind and it definitely helped the team with the solution design and deployment.”

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About NSC

For 20 years, the NSC Group, a wholly Australian owned and operated company, has specialised in the design, implementation, management and maintenance of highly sophisticated communications solutions. The NSC Group offers applications and solutions for converged voice and data networks and unified communications as well as state-of-the-art solutions for contact centres and data centres. Further information is available at www.nsc.net.au

About Vision Australia

Vision Australia is the leading provider of blindness and low vision services in Australia. Combining the skills and resources of several leading blindness organisations to create one national voice, Vision Australia is committed to delivering exceptional and efficient services that open up exciting possibilities for people who are blind or have low vision. Further information is available at www.visionaustralia.org.au