

Case Study International Call Center

The Challenge

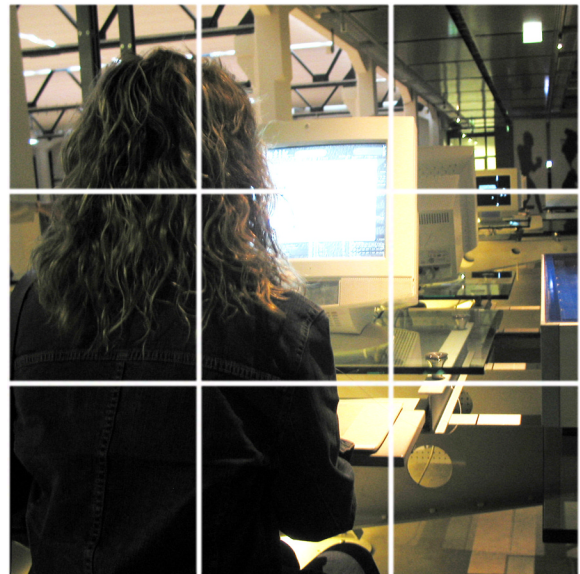
Design and implement a complete technology solution for an inbound/outbound call center servicing the U.S. from India via phone, PC chat, and email. On-going support and expansion to support over 200 agents.

The M9 Solution

Design of a complete call center solution around technologies selected from vendors:

- Interactive Intelligence (Call Center Software)
- Alliance Systems (I3 CIC Dialer and Dialogic boards)
- Citrix
- Intel
- Cisco (multiplexing voice & data over an ATM link)
- Avaya

Followed by full implementation that included building the required Intel-based servers, procuring all other required **Hardware**, full **Co-location** and support, as well as all required **Internet Bandwidth**.



The Benefits

A complete turn-key solution from architecture design, to vendor selection both in the U.S. and India, to successful hardware/software acquisition and deployment, to continued support and expansion.

"Provided a complete solution that allowed us to focus on our business not the IT."

"The design saved us \$60,000 per month in reduced international call lines."

