

Talking Money – and how to control it...

About the client: SCL - www.scluk.com

SCL is a world leader in fully automated Travel Money and Pre-Paid Automation systems.

Established in the early 1990s, SCL has a unique track-record in the development of automation solutions for Travellers Cheques and Foreign Exchange transactions, and more recently pre-paid gift cards and Plastic Travellers Cheques.

Committed to providing the highest levels of quality and service, SCL's engineers are all highly skilled, with broad experience, and their performance is constantly monitored to ensure that SCL is always well ahead of the competition. Its applications and products are world-class, matched only by the quality of its customer service.

SCL's Communications Objectives

As a technology solutions-focused company, SCL had done their research and knew that they needed to utilise IP telephony to maximise their operational efficiency and further enhance their customer support. Some of these customers are the largest players in the travel finance sector worldwide; SCL's service must be nothing short of exceptional at all times.

SCL workers operate from different locations and they frequently change locations, so they needed a way to communicate with each cost-effectively that wasn't office or country bound

Why VOIP?

The key driver for the move to a Voice over IP system was the need to provide around-the-clock support to a 90% international client base.

To keep productivity high no matter where people are working, communications tools need to be consistent, portable, reliable, and secure. Many of today's workers operate from different locations and they frequently change locations, SCL's team are no exception to this, and the new IP office system enables the support team to handle calls from home.

Sabre's implementation

Once SCL had seen a demonstration of the system's capabilities they were convinced that this was the platform that would add value to their customer service and help them to achieve revenue growth by controlling costs.

An all-in-one solution specially designed to meet the communications challenges facing small and medium sized businesses; IP Office with its modular design, can scale from 2 to 360 extensions.



Built on Avaya's latest advancements in converged voice and data technology, enterprise users can benefit from many of the advantages this sophisticated communications platform will deliver to their operations.

Reducing costs, aiding homeworking

The Avaya IP Softphone, a PC-based telephone application, makes this possible. As all calls originate from the host system back at HQ, the support workers have no additional call costs on their private telephone bills. The entire suite of features is available to every homeworker, including the full internal directory; so assistance from a colleague is never far away.

With a global client base, the ability to make calls from home is not just essential for the support workers but also for the management team; again using Avaya's IP Softphone these calls can readily be made whilst also taking advantage of the excellent call rates enjoyed by SCL.

Increasing efficiency, improving productivity

As standard the IP Office contains a full conference bridge – this allows true 'meet-me' conferencing of up to 64 parties, limited only by the number of incoming lines available to the unit. With full password control, this aids collaboration, allows conferences to be set up quickly and makes sure that no external conference services need to be paid for ever again.

With all these tools, the possible productivity-killer is too much time spent managing and operating devices rather than actually communicating. The desktop telephony solutions offered by Avaya made it easy for all SCL offices to have phone functions from a computer, from anywhere they wished to connect.

George Chapman, Financial Director at SCL, commented
"The team at Sabre understood our needs and were quickly able to provide a complete solution at a competitive price and in a realistic timeframe. I can honestly say that I am delighted with the system, what it delivers to our business and with the service we received from Sabre"