

Ionidea

Clientele Profile

Customer Name: Ionidea

Industry: IT Consulting

Location: Bangalore

Challenge:

- Automation of inbound and outbound process
- Enable smooth service delivery to right customer at right time
- Enhance its customer reach out program
- Enhance its customer reach out program
- Streamlining business processes
- Management of Core deliveries

Solution:

- Multiple dialing configurations
- Integration with their pre installed CRM
- Automated Call Distribution
- Reporting
- Quality Monitoring

Introduction

Ionidea is an Information Technology consulting organization, based out of Fairfax, VA. The company has development centers in Fairfax, VA; Bangalore, India; and Simferopol, Ukraine. The organization is assessed at SEI CMM Level 3 and is certified ISO 9001 - 2000. It offers a gamut of services.

Core competencies

- Strategic IT Consulting
- Application Development
- Independent Verification and Validation
- Enterprise Solutions
- Cyber Security
- Information Technology
- Consulting
- Business Process Outsourcing

Ionidea leverages the right technologies, and their global expertise to provide ace business solutions to customers across industries. They work on the premise of enhancing customer satisfaction through providing reliable and innovative solutions that streamline business processes and enhance their competitive edge.

Background

The BPO arm of the company was looking for top drawer technology to drive quality services for its esteemed customers and manage cost effectiveness. They deliver solutions to critical business problems through consulting and outsourcing to varied group of customers like:

- Large Multi-National Corporations
- Product Development
- Service Companies
- Government Customers

“ Being a key player in the domain of outsourcing, reaching out to customers forms a crucial part of our business process. Our existing application was unable to perform in the high-demanding environment of international Customer handling. We needed a solution that could automate the entire inbound/outbound process and enable smooth Service Delivery. ”

Anurag Vishwakarma
Director-lonldea

lonldea recognises the unique need of each customers and meticulously deliver the tailored services. Being the key player in the domain of customer interaction, lonldea needed to enhance its customer reach-out program.

The Business Challenge

lonldea's goal was to achieve, streamlining business processes and providing competitive edge as its core deliveries. Managing its surfeit of customers demanded a competent customer interaction technology in order to come out with quality service and maximum customer satisfaction.

Business requirement

- Automation of inbound and outbound process
- Solution to match their high level of expertise and quality requirements
- Enable smooth service delivery to right customer at right time
- Enhance its customer reach out program

Solutions & Benefits

In addition to connecting lonldea's agents to the right customers at the right time, the expert team from Drishti provided the technology company a quick and easy management of information. The CRM integration was aptly accessed by the agents as they interacted with customers and thus this implementation benefitted lonldea with an innovative and reliable solution that enhanced processes specific to their business needs. To recap the solutions and benefits of the solution:

- Multiple dialing configurations
- Integration with their pre installed CRM
- Automated Call Distribution
- Reporting
- Quality Monitoring
- Increased customer-connects
- Improved customer acquisition
- Enhanced customer service processes

About Ameyo

AMEYO is the flagship solution from Drishti for complete CIM. It has been designed to add value to the businesses and pave way for a structured growth. AMEYO customers enjoy significant increase in efficiency levels, reduction in operational costs, flexibility, consistent user experience and a demonstrable ROI.

Our Customers

Our customers are our assets and we cater to them to our utmost ability; always striving to satisfy them with our commitment and endeavor.



Awards & Appreciation

