

iVenturesPH Inc.

Client Profile

Customer Name: iVenturesPH Inc.

Industry: BPO

Location: Pasig City, Philippines

Challenge:

- Required a centrally managed system
- Needed a future-ready solution and a reliable technology partner
- Required a hosted model to manage multiple call centers at different locations through a single IT setup
- Each contact center needed to be independently functional
- Solution should support multi-tenancy and eliminate IT hassles
- Features like call blending and skills based routing required

Solution:

- Each contact center was connected to the NOC and worked as an independent unit.
- Robust IT management provided
- High uptime effective immediately
- Flexible architecture provided complete control over IT related issues to iVentures
- Enabled multi-tenancy and IT hassles eliminated
- Auto dialing, call blending, and skill-based intelligent routing

Introduction

iVenturesPH Inc. required a solution they could host at their data center in the US in order to provide services to multiple call centers located in different parts of the Philippines. Drishti implemented their all-in-one Ameyo communications suite at the client's data center and helped the client provide reliable and customizable services to its customers.

Background

The service offerings of iVentures include Inbound and Outbound call center services, Managed Services, Call Center Build, Operate and Transfer service, BPO Network Interchange, Software Applications Development and Consultancy and General provisioning for IT enabled services "ITeS".

iVenturesPH aims at capitalizing on the growing realization of small to medium enterprises (SMEs) worldwide that the key to delivering outstanding service and increased customer value is to engage customers in real time while reducing customer servicing costs through Business Process Outsourcing (BPO).

iVentures set out to separate corporate strategic planning, process formulation and executive functions from operation and management functions in order to address the diverse BPO customer needs and evolving business environments.

iVentures' growth-oriented business plan introduced a holdings company to leverage senior management's competencies in technology, process, and human resource innovation, thus enabling investments in IT and telecommunications infrastructure. The company then spawned several BPO voice and non-voice microcenters. This gave iVenturesPH strength through sound corporate governance, while having the flexibility of evaluating and orienting operating companies, and the effective allocation of managerial resources.

Business Requirement

With the objective to have a centrally managed system catering to diverse requirements of multiple tenants, iVentures was seeking a partner that could cater to their present-day as well as future requirements. They were looking for a hosted model that can help them manage multiple call centers at different locations in Philippines through a single IT set up in the US.

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.

For the same, iVentures set up a NOC (Network Operations Centre) in the US to build a centralized IT infrastructure. iVentures required independent functionality of the various call centers using the central IT infrastructure, but through a single IT management setup. Managing multiple call centers from a single setup was a challenge that asked for a solution that could support multi-tenancy and eliminate IT hassles. Traditional systems, however, could not meet the criteria as the deployment had to be distributed, IP-based, and centrally managed. The requirements also varied from simple ACD queues to complex broadcast flows with call blending and skills based routing.

Solution

The client, after evaluating various solutions, chose Drishti's all-in-one communications suite Ameyo. Ameyo ensured that every call center in the Philippines connected to the NOC in the US worked as an independent unit. This again was a challenge as the call flows and processes of every call center were unique. As the entire infrastructure was placed in a data-center in the US and each call center would have just network connectivity to the data center, IT management had to be robust. Ameyo, through its flexible architecture, provided complete control over IT related issues to the Client. As a result of this, the client was able to address the specific process requirements of each call center.

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

