



# Enghouse Interactive Corporate Overview

Bringing Customers Closer  
Anytime  
Anywhere  
Anyhow

[www.enghouseinteractive.co.uk](http://www.enghouseinteractive.co.uk)

# Enghouse Interactive Solutions

## CORPORATE OVERVIEW

### A Solutions Approach

Our solutions are designed to enhance customer service, increase efficiency and allow customers to interact on their terms in a way that's cost effective and sustainable to the business.

Our approach relies on a simple premise of knowing your customer, how they like to communicate, and understanding exactly what they are trying to do. The unique difference is in the way our solutions intelligently leverage this knowledge in real time to ensure the optimal customer experience is created both for the customer and the business.

All of our solutions help to bring your entire organisation together in a customer focused and customer accessible pool of resources and systems. Blurring the boundaries between front office, mid office, back office and remote workers, all customer interactions, reporting, monitoring and associated tasks are delivered to the most appropriate resource, fulfilling the need of the customer, first time, every time.

Our 4 Core Solution Suites work seamlessly together and can easily integrate with any telephony, switch and computing environment, both in the cloud or within your own firewall.

- [Multichannel Contact Centre](#)
- [Self Service](#)
- [Attendant Consoles](#)
- [Quality Management](#)

They are also architected in a way to fully exploit an approach that offers future proof flexibility, scalability, security and resilience. Enghouse Interactive continues to invest in and develop exciting and leading edge software development and acquisition strategy.

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Enghouse Interactive is a driving force behind the new wave of customer experience. Our solutions and services are used by many of the world's leading organisations to intelligently serve their customers – **Anytime – Anywhere – Anyhow.**

All solutions:

- Are modular and work together or standalone
- Within the deployment method of choice
- Platform independent but yet work with leading telephony platforms including Cisco, Avaya, NEC and Microsoft Lync
- Can integrate with the leading CRM / 3rd party systems
- Can scale from 1 seat to over 10,000



**Enghouse  
Interactive**

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market.

Enghouse Interactive's integrated suite of solutions includes multichannel contact centre, self-service, attendant operator consoles and workforce optimisation.

These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

"The Enghouse Interactive solution is already enabling us to establish much greater control over the call management and call routing process. It has armed our customer service staff with a much greater understanding of the nature of calls. It's already beginning to streamline the whole call management process."

SANDY ABRAHAMS

HELLY HANSEN

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## Effortless Customer Service & World Class Experience

Many organisations recognise that offering customers multiple interaction channels is only one element of world class service. Being able to intelligently apply the right channel, internal resources, staff and automated systems in the right communication channel and device, based on real time situationally specific information is at the core of creating a world class customer experience that delivers lasting benefits in terms of loyalty, net promoter scores, up sell revenue and reduced operating costs.

It's a surprising fact that most customers aren't looking for exceptional customer service – instead they want to be able to achieve their goal with the lowest level of effort and friction.

Typically many organisations have many of the key elements required to drive world class customer experience yet the orchestration of their people, systems and business process is where things often fail.

At Enghouse Interactive we pride ourselves on working with many of the worlds leading partners, system integrators and consultants to ensure your business need is fully understood before an approach is advocated.

## Multichannel Contact Centre

Enghouse Interactive's multichannel contact centre solutions provide a comprehensive set of contact centre interaction management tools including outbound diallers. Enabling you to manage customer information, decrease time-to-answer, and route multiple contact channels to your agents. Reliable, useful information such as reporting aids decision making, planning and prioritisation. With each contact centre agent using a common web based user interface, the organisation is provided with a panoramic view of the customer, their enquiry and wallet share and VIP status. With in-depth integration mechanisms, organisations can determine the most efficient way to serve.

## Self Service

Reduce costs, improve efficiencies, decrease customer wait times, and improve customer satisfaction with Interactive Voice Response (IVR) and web, mobile self-service solutions. We offer several pre built applications to accelerate time to market and enhance ROI.

**“The automated service is of critical importance to ensure that during peak call periods, our contact centre delivers best in class responsiveness.”**

Andrew Mutch AFFINION

## Attendant Console

Enghouse Interactive’s Operator / Attendant Consoles combine superior call handling features with rich directory and presence information. These advanced software console solutions for leading PBX (including Cisco and Avaya), unified communications (including Microsoft) and mixed-switch environments help ensure that every customer, supplier and business associate receives consistently prompt and professional service.

**“The University has improved the quality of service and delivers a level of productivity that previously was not possible. The move has also seen the University make immediate costs savings – several tens of thousands of pounds per year.”**

UNIVERSITY OF WOLVERHAMPTON

## Quality Management Suite

Enghouse Interactive provides a range of workforce and business optimisation tools. Our solutions, which include call and screen recording, real-time speech analytics, workforce management, performance metrics, score cards, agent coaching and reporting tools, are highly scalable and modular enabling you to choose the level of complexity that meets your requirements for continuous performance improvement.

**“Both agents and managers are very happy with the way it has improved performance and productivity whilst maintaining a good work-life balance.”**

Richard Warne FIRSTASSIST

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Enghouse Interactive is a subsidiary of Enghouse Systems Limited, a leading global provider of enterprise software solutions serving a variety of distinct vertical markets. Enghouse shares are listed on the Toronto Stock Exchange under the symbol “ESL”. Further information about Enghouse may be obtained from the Company’s web site at [www.enghouse.com](http://www.enghouse.com)

Enghouse Interactive has more than 900 employees spread across regional offices throughout the world. Its regional headquarters are based in Europe - UK – North America - USA and Asia Pacific – New Zealand.

Enghouse Systems is a consistently profitable company, which has grown both organically and through the acquisition of well-regarded specialists including Andtek, Arc Solutions, CosmoCom, Datapulse, ITSonix, Syntellect, Telrex, Trio, Visionutveckling AB and Zeacom.

Our global network of accredited partners work alongside our own expert service consultants to ensure quality and speed of delivery.

Enghouse Interactive is committed to a continual assessment of the dynamics in our market place and maintains pace in its acquisition strategy and execution to add complimentary software, rich service offerings and attractive commercial flexibility, to the portfolio above.

### Enghouse Interactive Expertise

In the nineteenth anniversary of its pre-eminent technology awards program The Deloitte Technology Fast 500, Enghouse was ranked with 157% growth year over year for 2013. Deloitte considers Enghouse as a Company which is on the cutting edge and transforming the way we do business.

In 2013, Frost & Sullivan announced that Enghouse Interactive won the 2013 EMEA Customer Value Enhancement Award in Contact Centre Systems. Each year, the award is given to an organisation that has demonstrated excellence in implementing strategies that proactively create value for customers, with a focus on enhancing the return on the investment that customers make in its services or products.

'Through its network of reseller partners in EMEA, the company is helping thousands of organisations of all sizes, across industries, improve their service, productivity, and operational efficiency.'

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market.

All Enghouse Interactive solutions are platform independent and can be deployed in the cloud, on premise or in a hybrid environment.

More than 1 million seats deployed globally.

More than 1 billion interactions pass through our platforms every day.

Over 1000 Industry leading partners throughout the world.

With over 10,000 end customers Enghouse Interactive's experience in deploying customer experience solutions is unrivalled.

Speak to Enghouse Interactive to help scope your customer contact strategy

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