

It Does Not Always Have to Be Brexit ...

AgentOne® ContactCenter: Experts vote for Sikom solution by a large majority.

Dare more democracy? This is also possible in companies, as Provinzial Rheinland Versicherung AG proves: It was a neck-and-neck race when Sikom Software GmbH fought in a bid to win the contract.



The insurer from the Rhineland wanted to modernise its telecommunications; a competitor also had good chances. Sikom had exciting references from extensive projects in large companies, including many clients from the financial sector. Another advantage: Sikom's software is product-neutral; it can be combined with very different telephone systems.

In addition to a convincing presentation, this was the decisive factor, with Provinzial Rheinland Versicherung taking a democratic path: 20 supervisors in leading positions were asked via a questionnaire who should win the contract. Sikom won the tender because the experienced practitioners decided for the company from Heidelberg. A large majority for the AgentOne® ContactCenter - with this Sikom set up a professional management, which optimizes Provinzial's customer communications.



Provinzial Rheinland Versicherung AG, Düsseldorf

"What I liked most," says Jens Trueson, "was the direct link to Sikom, its high level of flexibility, and the easy accessibility." Trueson is responsible for the strategic development of telecommunications and its administration at Provinzial. Every two weeks, Sikom technicians were on site to help with administration and configuration, installing further services such as email routing, and expanding the system to other departments: it all started with the launch of the user help desk for over 2,000 office workers and 600 branches who require help with PC issues at work over the telephone. 15-20 agents look after this internal IT hotline; thanks to Sikom they achieved a great leap in quality.

This was followed by the subsidiary Sparkassen Direkt Versicherung: The AgentOne® completed the new IP PBX. The new system effortlessly handled 60,000 calls on November 30, 2018 - the last day of year-end business. 80-100 agents handled these calls. The rollout in the company continued, followed by the divisions: Life Insurance (100 agents), Damage (40-50 agents) and Housing (80-90 agents).



AgentOne® controls calls, faxes and emails

The employees work "only" with a softphone on the computer and a USB headset.

The first step involved routing the incoming calls, then adding a module for emails. The basis for this is the extremely expandable AgentOne® ContactCenter, which Sikom can also expand to record faxes, chat or documents. So the solution is able to grow with the requirements of the insurance company, with an unbeatable cost / benefit ratio and high investment security.

"The old PBX was from the year 2000," explains Jens Trueson. The company urgently needed to invest in a new system. Because: "We had two parallel systems, one for normal calls, and one for call center agents," says Trueson. More costs and double the maintenance effort were the result. "In the new system," explains the telecommunications expert, "the call distribution and the call center application are integrated."

This Automated Call Distribution (ACD) adds to the AgentOne® ContactCenter another important building block, the VoiceMan®: an IVR system that offers the possibility to run partially or fully automated dialogues in natural language. IVR stands for Interactive Voice Response. Over time, special reporting functions were added, with data anonymization playing an important role in the insurance industry.

Provinzial offers not only customers a much higher service quality. The call center agents also gain more freedom in the workplace. The keyword is "tele-work": those who want to, can work wherever there is Wi-Fi. This new solution from Sikom is not just running at the central workplace. "Therefore, an agent," says Trueson, "can work on a laptop anywhere in the region." Again, more self-determination in the economy, which strengthens democracy.

About Sikom

Sikom Software GmbH is the leading manufacturer of contact center solutions and automated voice applications. Based on open standards, Sikom produces powerful and future-proof solutions for the optimization of communication processes in all industries.

Core products of its comprehensive portfolio include the multi-award-winning VoiceMan® multimodal voice recognition system, the ContactCenter Suite AgentOne® and the AgentOne Dialer® for efficient outbound communication.

In addition to numerous other awards, Sikom is a laureate of the Sustainability Award of the Innovation Award of the German Economy 2010 (Innovationspreis der deutschen Wirtschaft). Through strong partnerships, e.g. with large research projects with universities and industrial partners, Sikom has been very successful.

Its customers include companies such as Telekom, INTER Versicherungen (insurance), Bausparkasse Schwäbisch Hall (building society), Techem, Hess Natur, Munich Airport, numerous utility companies, banks and savings banks as well as local authorities and municipalities.

Do you have any further questions?

You will receive competent answers from our customer service representatives.
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