

Run Your Enterprise Faster Than Ever – Automate Your Business Processes

Get rid of hold-ups and delays

Make Your Current ICT Investments Work Harder and Smarter

Your organization can improve efficiency by automating some of its key business processes. Let Zeacom remove your most common communication breakdowns and delays in decision-making. Our Process Automation expertise can help you get rid of manual intervention and human latency. You will give staff the smart tools they need to improve performance across the organization.

Let Zeacom link Unified Communications functionality into your processes, workflows and ICT infrastructure. We will connect databases and applications that operate in isolation, and let them interact with your teams and individuals. Everybody will collaborate more easily and can achieve better results. Your business will run much more smoothly and as you improve communications, you'll enhance your relations with customers.

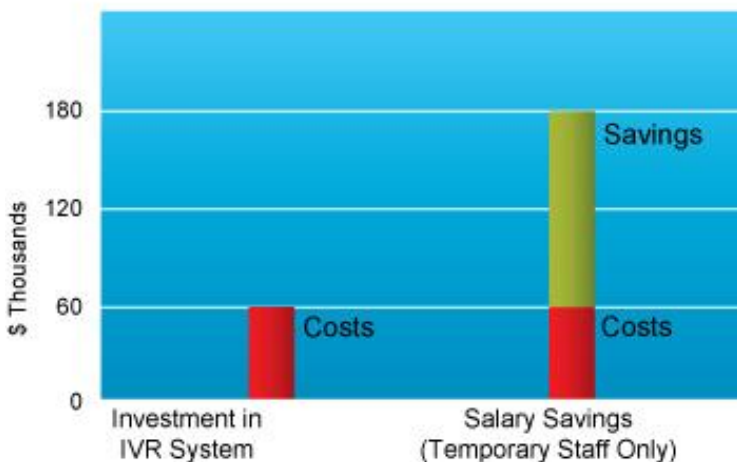
Here are some examples of our Process Automation solutions.

- **Enhanced Routing** – Route calls automatically to the right experts. Create time savings. Increase revenues
- **Activity Automation** – Automate processes / activities. A guarantee against staff oversights and delays
- **Customer Service Automation** – Automate outbound / inbound calling and let customers interact with the business by using a voice response system. Reduce staff numbers
- **Interaction Automation** – Let our standard industry packages automatically handle specific call flows

Zeacom has implemented hundreds of Process Automation projects in the US, the UK, Australia and New Zealand. Our customers enjoy a high Return on Investment (ROI) as they reduce their operational expenses.

Republic Bank: Customer Service Automation Example

ROI Results – Investments vs Savings in year 1



Republic Bank in the US used **Customer Service Automation** to take care of one of its business processes.

The cost of \$60,000 to have the system designed and implemented was recouped within months.

Within the first year, the Bank saved \$180,000 in salary costs for staff on short-term contracts.

This initial **Return on Investment** of 300% contributed straight to the bottom-line.

The real ROI figure is actually much higher. Over time, the new system has started earning additional revenues for the Bank.

Delivering Business Benefits

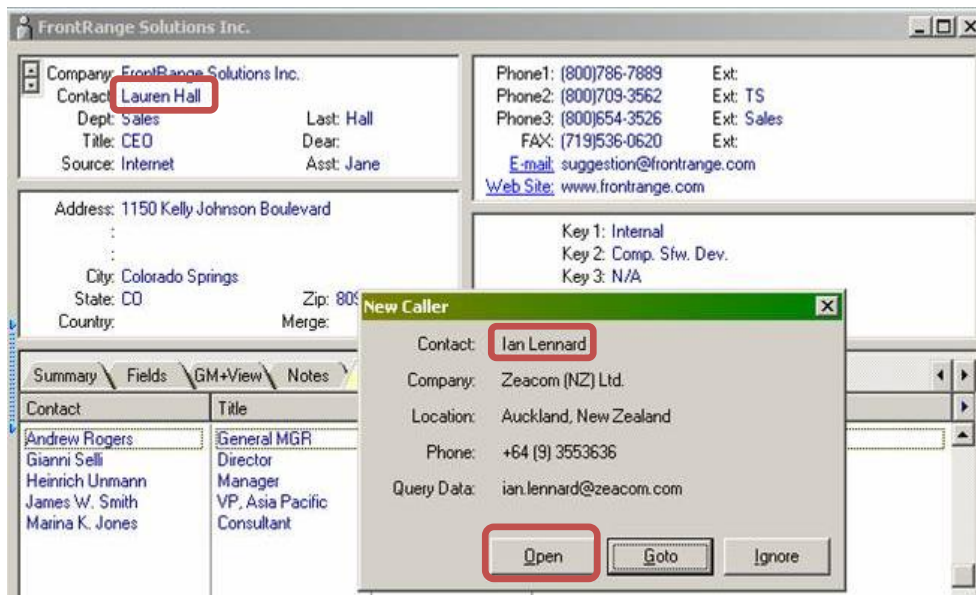
Our Process Automation Group can integrate your current Zeacom Communications Center (ZCC) solution into all kinds of third party systems. We'll optimize the performance of your infrastructure as we introduce you to Communications Enabled Business Processes (CEBP) that will boost staff productivity.

You can implement a solution throughout the enterprise or just in the contact center.

- Integrate voice and data solutions to automate communications and business processes
- Discover new ways to gain efficiencies and improve service quality, without increasing operating costs

After many years of rolling out advanced UC solutions, Zeacom has the expertise to customize your entire ICT environment. We've done it all before, so we have **plug-ins** available for more than 40 CRM systems, 20 databases, voice recorders, a raft of workforce management systems and other applications*. By using standard components, we can save you time and money.

Our Screenpop solution offers a good example of you can dramatically improve service levels and work faster. Connect your staff to the CRM and offer them automatic access to essential caller account details. Everybody saves time on every single call, and your callers will be impressed with the high levels of personalized service.



Screenpop – As the next call comes in, you click 'Open'. Mr Lennard's details replace Ms Hall's. You can answer the call with all the required information available.

For More Information

Zeacom has built a strong global reputation for process automation projects that add directly to the bottom line. We work closely with our customers to deliver the solution they need within budget, in full and on time.

To find out more about our Process Automation services and their business benefits, talk to your account manager, or visit zeacom.com to check out our ROI Case Studies.

* Visit our Z-Net Extranet to find our SI White Paper with a list of all plug-ins and standard components.