Industry Expertise to Optimize Your IT & Communication Environment

Info Plus International Practice Areas

- Project & Program Management (PMO)
- Telecom Expense Management (TEM)
- Network Architecture & Deployment
- Security
- Integrated Communications
- Strategic Advisory Services
- Systems Integration

Info Plus International (IPI) Systems Integration Consulting helps clients solve business challenges, accelerate business innovation and create opportunities to drive high performance. IPI has more than 25 years of system integration experience working with a number of the Fortune 100 companies. Our deep industry knowledge, technology subject matter expertise, and specialized people make us an industry leader. We at IPI have the skills and experience to bring together all of your business's component subsystems into one system to ensure that they function as one complete system. IPI's System Integration is about adding value to your company's systems and ensuring that capabilities are possible because of the proper interactions between subsystems.

Systems Integration

The first step in any engagement is to fully uncover your business goals and requirements, conducting a needs assessment and subsequent gap analysis to determine the best approach and roadmap. Using this assessment, we articulate a clear vision of how to seamlessly integrate an accelerated solution to help meet those goals. Whether using emerging technologies, our custom development capability, or established packaged software from market leaders such as SAP, Seibel and Oracle, we solve industry-specific or shared enterprise problems.

IPI helps organizations cross into the realm of high performance at an accelerated pace. In addition, we understand that any new solution must scale fast and complement existing systems and business processes to deliver value.

The foundation of our systems integration organization—our technology experience, our ability to fully align business drivers with technology, our relationships with clients and alliance partners and our industrialized approach—is our people. We have assembled a team of some of the top skilled SI professionals in the industry.

We provide the following System Integration Services to help your company drive high performance:

Systems Integration and Support

- ERP
- CRM
- PLM
- Web
- Custom Application Frameworks
- Data Management
- Information Lifecycle Management
- Content Management
- Infrastructure

Full Lifecycle Consulting

IPI offers comprehensive consulting services with our Full Lifecycle Consulting services, which include:

- Assessing—we identify exactly what is causing the issues your company is facing.
- Solution acquisition—we provide solutions based on our assessment findings and include all the knowledge you need—providing risk assessments, RFP, cost benefits, and ROI for each proposed solution.

- Recommendations—we provide you with detailed recommendations of the best proposed solution based on your company's needs and goals.
- Implementation—we roll up our sleeves and compile the team necessary to implement the solution.
- Management—we offer our management services of the implemented solution to ensure that your company receives the highest, ongoing ROI and realizes revenues.

"Despite skilled operators and recognized call center technologies, our Operator Services Department was not providing the level of service appropriate to a world-class medical center. IPI did a focused, thorough assessment of our Call Center environment and proposed a solution that delivers the results we need well into the future."

--IT Director, Telecommunications

System Integration: It's All About Synergy

Is your company faced with the typical challenges to managing and optimizing your different systems? Confused about the ever-evolving technology and services that are available to enhance your systems? Are your users' changing needs or business drivers making it difficult to effectively manage your systems?

Today's IT departments are stressed and stretched thin trying to manage an impossible list of company needs and systems. When different systems cannot communicate effectively, you end up with slowdowns and downtime that take time and money to fix.

For decades, systems have been built and designed to serve a single purpose. Therefore, since a business has multiple needs, it often finds itself with multiple systems and software. This is where IPI can help. We will streamline, centralize and integrate creating a fully functional system with multiple applications. Not only will you see greater efficiencies in work flow, you will also see efficiencies in maintenance, monitoring, and updates.

The experts at IPI can optimally apply the latest technologies for systems integration and maximize the returns on investment. With complete vendor neutrality, IPI will identify and design solutions that leverage the best technology today to create optimal systems integration for your company.

IPI consultants will help connect your application infrastructure to gain a competitive edge, boost performance, improve application scalability and reduce work flow costs.

Case Study – System Integrations Provided Enabling Increased Call Center Productivity

Background

- The Operator Services Department of a large university medical center was experiencing business process, technology management, and operations problems that negatively impacted responsiveness to callers and overall departmental performance. More than 20% of calls were routed incorrectly.
- Operator Services was not meeting industry-recognized performance standards because of technology implementation problems, poorly documented policies and procedures, less than adequate supervision, and a lack of formal training and accountability.
- Due to the frequent rotation of residents, many calls were misrouted. Approximately 50% went to wrong numbers, numbers that did not exist, or to staff members who no longer worked at the medical center.

The Challenge

- Voice Recognition Operator (VRO) technology—typically able to relieve burdens on operators—was not working well.
- Agents had to search several paper and online directory databases to find correct extension resulting in slow or unreliable call directing.
- Operator cost analysis revealed very high cost-per-scheduled-minute, as well as very high cost-per-minute talk time.

The Solution

- Technical support was improved, and formal vendor relationships were established with technology providers.
- IPI improved the VRO technology and integrated the automated voice recognition solution with the Peoplesoft® HR database to reduce the calls that required an operator.
- Additional application work was carried out to integrate the desktop CTI application with the Peoplesoft database to provide agents with accurate information.
- Agent accountability was structured and enforced, reducing walk-away time. Formal performance evaluation policies were introduced along with labor productivity reports and a productivity performance matrix for senior management. Supervisory roles and responsibilities were defined.

The Results

- Agent productivity increased from 23% - 50% utilization.
- Improvements to VRO technology reduced agent-directed calls by 30%.
- After integrating directories with the Peoplesoft databases, the accuracy of the directories improved by more than 25%, and the number of misrouted calls was reduced by 95%.
- Integration of the Peoplesoft databases and related applications resulted in an administration cost savings of $50,000 per year that was previously required for the out-of-sync databases.
- Staff was reduced from 14 to 10 full-time employees.
- Overtime decreased to an average 40 hours per month—lowered from more than 200 hours previously—producing a significant savings for the medical center.
- Call abandonment rate dropped from 10% to 4%.
- Average call response time decreased from 32 to 18 seconds.

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Info Plus International has the knowledge, resources and experience to help you leverage technology to overcome challenges and achieve business objectives. Call 650-403-7800 to schedule a consultation or speak to a sales representative.