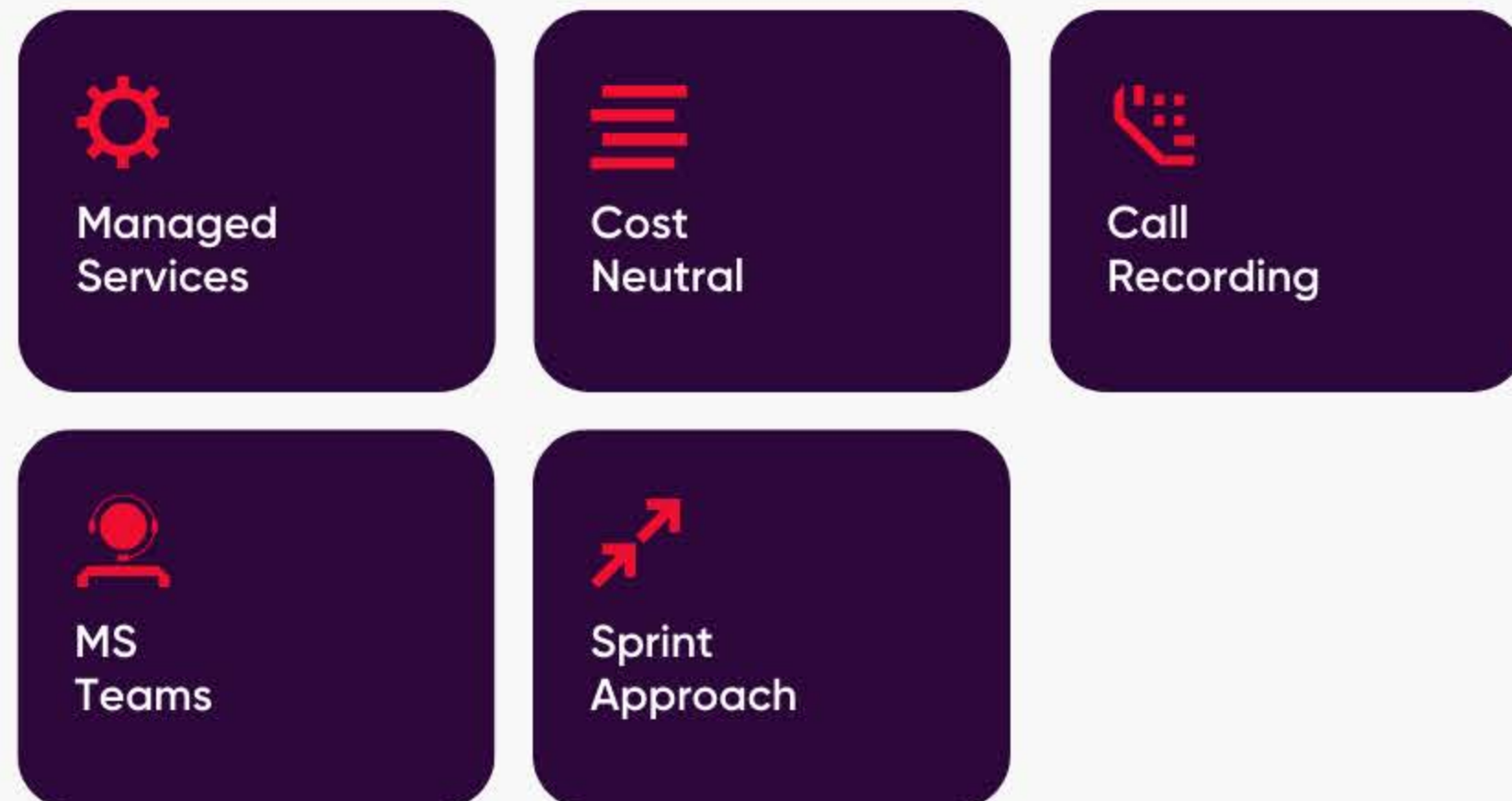


# Independent Group

Independent Group (like most businesses) was unprepared for the upheaval created by the coronavirus pandemic. Remote working for staff was achieved thanks to a quick fix.

But, with a 2nd lockdown looming, a cost-neutral, future-proofed, cloud-based Teams-integrated solution is dramatically altering the claims management outsourcing Group's communication's landscape, keeping agents safe, at-home and productive.



## Challenges

1. Budget constraints
2. Replacement of legacy technology
3. Minimal system downtime



## Solution

With 'Lockdown 2' looming, FourNet embarked on its new 'Sprint approach' to installation. A future-proofed Teams-integrated contact centre solution was chosen.

The first phase delivered a Teams telephony solution across the Group within just 10 days. Full contact centre functionality for a new Enghouse contact centre, fully integrated with Microsoft Teams including skills-based routing, call back options and call recording will be delivered before Christmas 2020.

*"We are extremely pleased with the cost-effective, cost-neutral solution proposed by FourNet and the 'sprint approach' which is delivering our new system in a matter of weeks rather than months.*

*Because FourNet has integrated Teams into the Enghouse Interactive contact centre solution, we are also saving on what otherwise would have required us to purchase an expensive Microsoft calling plan."*

**Andy Nolan- Independent Group**

