

Opencomm S.A

# COMPANY PROFILE

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# Introduction

**Open minded professionals, focused in providing reliable solutions for the changing times. A company that envisions the future of communications by providing innovative solutions where imagination is the only limit.**

Opencomm is a next generation solution provider of business communication applications, systems and services focused entirely on serving the needs of businesses.

## **What we do**

Opencomm is committed to providing the highest value proposition, the most flexible and feature rich product solution and the greatest customer satisfaction. We value long term partnerships with each of our customers to help them achieve their corporate mission.

Our robust, communication solutions allow companies to acquire, care for, grow and retain customers by enabling flexible, high quality customer contact at a price-point that is far superior to traditional solutions. We help businesses build next-generation communications platforms designing, building, deploying and managing your VoIP infrastructure and customized applications.

Our Computer Telephony Integration services can help build critical system process into your communications platform. The Possibilities are endless; by investing in smart technology you can automate a business process, increase customer service or introduce a new service.

## ***Our Focus areas are:***

- Call center telephony systems
- VoIP application development for converged data and voice communication
- Small & Medium Business telephony systems
- Enterprise telephony systems
- Computer Telephony integration
- WEB voice integration applications
- Integration of interoperable solutions in multi vendor environments

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## How we do it

Opencomm key product qualities are consciously built into every product. These include:

# Reliable

*Contact centers are mission critical operations. All Opencomm products are designed to provide the highest degree of software operability and hardware reliability for 24/7 operations.*

# Fast

*Opencomm solutions are designed for rapid start-up and deployment. Contact center staff can quickly accomplish operational changes, upgrades or programmatic changes. Integration or specialized services are quickly enabled due to the open accessible architectural design.*

# Scalable

*Opencomm solutions are scalable. They are designed to grow and adapt as your business changes. There are no software versioning changes or forklift hardware upgrades required to accommodate your growth plans.*

# Ease

*Opencomm solutions are easy to learn and operate. The solution components are intuitive to use and well-organized. Staff training and campaign deployment times are minimized – allowing you to be productive faster.*

# Service

*Service is the operational cornerstone of Opencomm. Dedicated Account Managers and highly skilled Support personnel will assist you in every phase of the Opencomm implementation.*

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# About us

## The Company

Founded in 2006, Opencomm provides advanced, highly innovative and reliable communication solutions and value added services.

Opencomm's wide range of products and solutions cover the areas of VoIP communications for organizations of all sizes and number of venues. In addition to designing and providing software solutions, Opencomm also offers specialized communications consulting to all its clients helping them adopt new communication technologies and implement revolutionary revenue streaming ideas.

The company is composed of a core team of dedicated individuals, whose skills lie in designing, deploying and maintaining custom telecommunication solutions based on open source software. With over 15 years of combined industry experience we specialize in Voice over IP telephony solutions. We are aligned to provide quality, innovation and reliable services, which has been a reflection of the company's success.

## Mission

Opencomm's mission is to deliver advanced, innovative products/services using leading VoIP technology and trusted solutions to provide our clients with a rapid return on their investment.

## Vision

We envision to be the preferred partner of custom made software solutions for the communications market and Value added service providers

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# Our Philosophy

Using our knowledge, service-offering expertise and technology capabilities, we identify new services and technology trends and develop solutions to help our customers / partners :

- Improve their communication efficiency.
- Improve their operational performance.
- Create services to deliver their products and services more effectively and efficiently.
- Converge their data and telephony solutions to IP based platforms

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# Solutions

**Focused on bringing robust, reliable and powerful solutions adapted to the requirements of any corporation.**

Thanks to the combination of mastering new technologies and Open Source, Opencomm assists in obtaining a functional and reliable solution more quickly and more efficiently.

Some of the country's most innovative enterprises rely on our expertise to maximize their productivity and automate its procedures. We work closely with medium and large sized organizations to understand how they can use our technologies to become more efficient and successful.

Unlike proprietary VoIP solutions currently available, our systems give businesses control over when and how to deploy VoIP technologies removing the barriers that have prevented rapid and pervasive deployment of enterprise VoIP, but also delivering freedom from vendor technology lock-ins. Enterprises benefit from more flexibility in terms of integration and lower total cost of ownership.

Our solutions provide outstanding benefits to organizations:

- Reducing software-licensing costs by 90%.
- Cutting system downtime by 80%.
- Lowering hardware expenditure by 70%.
- Reducing administration, engineering and support costs by up to 50%.

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# Call center Solutions

## **Opencomm's Contact Center Software Suite is a comprehensive blended outbound- inbound call center management solution.**

Our unified solution includes the key software technologies that call centers need most including: Predictive Dialing and other dialer modes, Inbound contact management and ACD, Self Service IVR software, CTI for intelligent screen pops, Digital Recording, Multi-channel contact including email, Web and Fax, and VoIP Support.

As a result it delivers:

- More productivity and efficiency
- Enhanced professionalism for your CSR interactions
- Better management and controls

Opencomm provides the tools that enable better call center management, better data management and better interaction with customers.

Using our solutions:

- Prospects and customers receive consistent, professional messages and data from your agents.
- Business teams are always armed with relevant project and campaign information reflecting real-time project status and trends.

**The result:** More first call resolution, more leads and successful interactions, every day... accomplished quickly and efficiently.

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# CTI

Opencomm contact center products are CTI-based solutions

## Key Features

- **Screen-pops** – CTI populates the agent script with relevant data.
- **Synchronization** – the agent receives voice and data in unison.
- **ANI / CLI** – identifies a caller and reveals relevant data to the agent.
- **IVR Self Service** – extends operational hours 24/7 without staff increases.
- **Data capture** – CTI displays data and captures/ stores further data.
- **Multiple data sources** – including the contact center database, enterprise LAN or WAN, mainframe, mini-computer, Internet or corporate intranet databases.
- **Tailored campaigns** – agent screen data can be selected according to the campaign requirements.

## Benefits

- **Increased productivity & efficiency** – Effective management and use of data.
- **Knowledgeable agents** – Agents do not have lengthy delays to retrieve relevant data.
- **Reduced ‘talk time’** – Less time spent on and wrapping-up calls.
- **Instant data** – Data is provided instantly when transferring calls between agents.

# Dialing

## Key Features

- **Configurable algorithm** - dialers can be adjusted on a per project basis.
- **SmartCancel**: tears down out-pulsed calls at the last millisecond for lower call abandonment rates and stricter service level compliance.
- **Fractional Agent Quotient**: the dialer only uses statistics relevant to each outbound project for inclusion in the sampling set and algorithmic calculation.
- **Flexible Architecture**: concurrent dialing campaigns can be operated in Predictive, Power, Preview, Manual, or Unattended dialer modes.

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- **Documentation facility** - database recording for reporting and analysis.
- **Configurable area codes** - begins and ends calling based on the time of day.
- **'Do Not Call List'** - applied to individual or multiple outbound campaigns.

#### Benefits

- **Accurate call monitoring** - Lower abandonment rates, more readily available resources and stricter service level agreement compliance.
- **Increased efficiency** - Accurate algorithm calculation and fast adjustment.
- **Productive contacts** - Multiple dialing modes applicable in different scenarios, such as B2B and highly targeted campaigns- IP enabled predictive dialing capabilities.
- **Increased list penetration** - Option to play a recorded message when an answering machine is detected
- **Reduced idle time** - Significant reduction of unproductive agent time.

## IVR

The Opencomm IVR Self Service Application provides:

- Dynamic call routing: skills, priority, and service level
- Point and click interface with custom scripting capabilities
- Access to ODBC standard databases
- Automated attendant, information retrieval and update
- Touch tone control
- Play messages: greetings, advertising, text-to-speech, speech recognition

#### Benefits

Increased efficiency is realized by both the consumer and the contact center through self-service applications. IVR helps alleviate the following challenges:

- High call volumes at peak times
- Excessive hold times during these periods
- Workforce turnover and quality issues
- Requirements to automate outbound processes

## ACD & Soft IP PBX

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## Soft PBX Customer Contact Systems

- Enables true enterprise-wide customer contact and improved service.
- VoIP PBX flexibility supports distributed contact centers and remote workers.
- CTI screen pops and enterprise routing of voice and data.

## Contact Center ACD

- **Dynamic routing and remote agents** - skills-based routing, inbound integration with Opencomm Dialer.
- **Customer Self Service and Virtual Hold Queue** - IVR integrated with ACD for self service. Virtual hold software performs automatic call backs.
- **CTI screen pops** - ANI database lookups.
- **Service level alerts** - Audio, Visual, and/or email alerts.
- **Comprehensive inbound reporting** - Real-time statistics such as resources, length of time-in-queue, Web-based 'anywhere' reporting.
- **Call handling features** - Recorded digital messages, calls overflow, internal /external transfer, conferencing, unlimited number of inbound/ outbound or blended projects.
- **Integration available with standard PBX phone systems**

## Benefits

- **Maximized staff resources** - The system can be configured to determine the agent groups best able to handle specific types of calls.
- **Prioritized contact handling** - Queues can be prioritized with your highest skilled agents while also managing hold times during busy times of day.
- **Reduced expenses** - Reduce hold times and long distance charges through more efficient routing and service level management.
- **Customer self service** - ACD IVR integration increases efficiency and productivity while providing valuable customer services.
- **Improved customer experience:** CTI screen pops allow agents to view critical customer data throughout the customer contact.

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# REPORTING

Reporting capabilities include:

- Project and workforce reports
- Complete transactional reports
- Advanced customized reports

Managers or contact center clients can view information with a click of the mouse, reducing costly production and collating times.

## **Complete Transactional Reports**

Opencomm captures and provides a complete history of each and every contact transaction.

## **Advanced Customizable Reports**

Opencomm's optional Advanced Reporting application allows managers to create customized reports from projects, schedule these reports to be run at a specific time or interval, or even email the report as scheduled.

## **Project and Workforce Reports**

These reports present information-packed graphs and columnar data in colorful, easy-to-read format, for any time period you want, automatically updated with the latest data. View data on the following criteria:

- Activity History by Agent
- Activity History by Queue
- Agent Performance Trends
- Call Volume by Time of Day
- Call Logs
- Talk, Wait, Ready Times
- Call Outcome Activity
- Service Level Activity
- List Progress Activity
- Outbound Dialing Activity
- Hourly Productivity
- Summary Productivity

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# Digital Voice Recording

## Key Features

- **Transaction recording** - Records both the agent and customer voice conversations to a .Wav or .Vox digital format.
- **Automated or manual** - Digital voice recordings can be initiated by agents or started /stopped automatically so that the recording always starts and ends at specific points in the interaction.
- **Archived records** - information can be archived for permanent data storage or analyzed by quality assurance personnel.
- **Recording Manager** - allows supervisors to locate recordings for review by multiple criteria including agent name, date, time, phone number.

## Benefits

### Benefits the customer by:

- Creating a more positive customer experience
- Fostering knowledgeable, service oriented customer agents
- Producing a more favorable image for your company

### Benefits the call center by:

- Reducing costs by creating a more efficient, profitable operation
- Identifying service issues
- Sharing information across the enterprise
- Evaluating and optimizing personal, operations and technology performance

**Business-driven transaction recording:** Driven by legal or client obligations, many organizations are required to record transactions. Such organizations include: Telesales, Debt collection, Finance and banking. The Opencomm solution is perfectly suited for this objective. It is used daily by hundreds of call centers for recording transactions and archiving these transactions to hard disk, CD or other media for legal record keeping or to use with clients.

**Quality assurance recording** - Recording transactions with your customers and clients provides valuable information and insights into your sales and services operations including:

- Agent training issues

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- Business trends and service issues
- Performance evaluation
- Script evaluation
- Sales and marketing information and trends

# Multichannel

## Key Features

- **Email** - includes inbound and outbound email capabilities blended into typical contact center activities.
- **Email response to inbound emails** - Inbound emails are handled in a similar manner to inbound voice calls. The solution queues, routes, tracks, and reports all emails.
- **Email agent proactive outbound** - Agents can send emails, on customer or product information, from their workstation during an interaction. So the data can be discussed during the call, if needed.
- **Web call back** - Internet users can receive a call back from a live agent.
- **FAX** - from agent desktops to the client during the customer interaction for product follow-up, program information, and so on.
- **Text-based SMS messaging** - provides agents with the option to send price quotes, specs or short i messages during or as a follow-up to the interaction.

## Benefits

- **Improved customer care** - multiple and often more efficient multichannel customer contact management.
- **Enhanced follow-up service** - Customers can select the best contact channel to obtain or receive information including fax, email, text message, call back.
- **Reduced response time**
- **Reduced costs** - Facilitating lower cost communication channels such as text or email.
- **An efficient management environment** - Contacts can be centrally queued, routed, logged and monitored.

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# Enterprise Solutions

**Opencomm IP phone systems can help your employees work smarter, faster, and save money - all at the same time.**

This is a challenging time for any business, big or small. Rising costs, competitive pressures, and the increasing demands of customers require solutions that leverage the latest in technology and can be customized to fit the needs of a specific organization.

Opencomm's phone systems are easy to use, simple to manage, and extremely flexible. A completely integrated system with PBX, voice mail and automated attendant functionality, the solution has industry-leading installation, administration and management tools. The Enterprise Edition is ideal for multi-site companies because the distributed architecture unifies multiple locations so the phone system behaves as one, unified system.

Voice quality, reliability, and scalability give the Opencomm's system the necessary power and stability to handle a company's high call volume without missing a beat. Aside from its general reliability and excellent voice quality, the feature-rich system offers a number of other important business capabilities, not the least of which is its ability to integrate with Microsoft® Outlook®, saving users a substantial amount of time because they don't have to manage multiple directories. The solution also uses a unified messaging directory that can support many users connecting to the network remotely and a built in Fax server that support fax2mail & mail2fax functionalities.

IT managers will appreciate the fact that employees can pick up their phone and move to any location in the company and bring their extension with them. Employees can forward their voice mail to e-mail, consolidating all of their messages in a single place.

Opencomm has an innovative technology that manages your phone system across the entire enterprise without sacrificing reliability or ease-of-use. The system not only provides immediate cost savings, but enables applications that allow your employees to work more collaboratively and efficiently. Employees can be more connected and more productive, even when they are many miles from one of your offices or always mobile.

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# Hosted Solutions

Working with Opencomm's, Hosted Solutions communication providers can:

- Dramatically reduce upfront capital investment in infrastructure and minimize the need to hire skilled telecommunications personnel to operate the network and administer the services.
- Develop and deploy new Value Added Services around the unique voice, data, messaging, and content needs of specific demographic groups.
- Improve the customer experience and help eliminate revenue leakage with real-time charging and customer-configurable access control.
- Personalize services by empowering customers with real-time control over how their services are delivered.
- Activate new customers quickly and simplify the overall customer turn-up process with "one-stop" flow-through order management and subscriber activation.

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# Professional Services

The Professional Services team provides a comprehensive, fully integrated range of services designed to accelerate and enhance the adoption of SIP and open source software into enterprise telephony programs.

Opencomm VOIP Consulting and Implementation services provide the vital tools, expertise, and resources needed to integrate and implement your customized IP Telephony solutions. This complete package can help you from start to finish with a full spectrum of services. Our team will understand your communication objectives and will coordinate and manage all requirements and deliverables including the project schedule, budget, resources and issues, along with reporting on project status.

Our services include:

- Project Management**
- Solution Preparation**
- Solution Design and Development**
- Solution Deployment**
- Training**

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# Market Solutions

Communication technology, and its diverse applications, must be well integrated and customized to meet the needs of a variety of different market sectors. Features, functions and applications all must work together as one to deliver unique solutions for distinctive business applications.

Opencomm designs, develops and delivers customized and easy-to-use solutions for enterprises of all sizes so that they can focus on being successful in their business and not worry about the communication technology that supports them.

## Hotel Trade and Tourist Accommodation

We pay particular attention to the quality of reception and answering services provided, while at the same time providing powerful and user-friendly tools that contribute to the simplification of administrative operations.

**The end result is improved productivity and higher guest satisfaction.**

These solutions target not just the answering and management of calls for patients, but are also aimed at making communications for care and administrative personnel functional and secure allowing them to

## Health Institutions

**Perform jobs more effectively and efficiently anywhere within the healthcare facility.**

These solutions include functions that support answering services, provision of information, security and prevention, and help to optimize the management and operation of local communication systems.

These solutions combine functions that support how they manage all of the needs of their client's. From the way they are first welcomed, to building, maintaining and sharing secure informational databases.

## Municipalities

## Real Estate sector

**A full suite of solutions and services that support the real estate sector.**

## Financial Institutions

These solutions make it possible to not only improve how a customer is welcomed and identified, but to continue building

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## Industrial sector

knowledge about customers and assist with the task of improving customer loyalty.

**Cost effective solutions to achieve substantial savings, and, improve customer satisfaction and loyalty.**

The industrial sector and heavy industry are particularly sensitive sectors, confronted on a daily basis with questions of health and safety, whereas the automobile industry is faced with considerable profitability and mobility challenges.

**Opencomm is able to meet these different needs through its wide range of communication systems and applications.**

In professional services, there are more competitors and more demanding customers. Whether you provide architectural, design, engineering, legal or IT services, your ability to address these challenges depends on your information technology.

## Professional Services

**High performance, easy-to-use IP PBX systems are becoming a crucial part of a professional organization's technology.**

An Opencomm phone system can streamline business operations, reduce operational costs, and even increase sales. At the same time, a retail business will improve communications between all employees at one or multiple sites—between stores, customers, and headquarters.

## Retail

**While contributing to the bottom line, Opencomm IP PBX systems also contribute to the customer experience, which is at the heart of every retailer's success.**

Government institutions can directly benefit by deploying an IP phone system.

## Government

**It's easy to install, simple to manage, and delivers robust features - all with an inherently reliable architecture.**

An Opencomm phone system provides a reliable solution that can be implemented across multiple sites while providing an easy-to-use, web-based central management system.

## Education

**An affordable Opencomm phone system helps organizations to stay connected, even in the face of major changes in the educational marketplace.**

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# Customers

**At Opencomm, our customers are our biggest achievements.**

Complete commitment is a part of our work culture. We make sure that our customers get complete solutions, not only on the technical front, but also in form of valuable inputs on the business and implementation fronts. Our long term relationship with our customers is our reward and inspiration that always stimulate us to further improve our methods and procedures to serve our customers.

Some of the country's most innovative enterprises rely on our expertise to maximize their productivity and automate its procedures. We work closely with medium and large sized organizations to understand how they can use our technologies to become more efficient and successful.

## Some of our customers:

ASPIS GROUP



Singular Logic



ICAP GROUP



ALGONET S.A



Newsphone Hellas S.A



Call Center Hellas S.A



Noetron S.A



LAWNET S.A



Direct Line



KLISIS S.A



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