



## Case Study

### UCFlex™ Powered by Kandy

#### ABOUT THE CUSTOMER

The company is an automotive dealer and repair center. Incorporated in 1937, the company has created the best reputation in the Mount Pleasant area. The service department of the company has the expertise to perform a wide range of automotive services. From regular maintenance to critical repairs, the company takes the stress out of servicing the vehicle.

#### CHALLENGES

Within the dealership, there are departments whose employees work at a desk; however, many employees are mobile and need to be reachable. The dealership didn't have predictable expenses each month for the services they use. The dealership had an on-premise phone system that needed to change with each new hire, if an employee moved desks or if a sales associate quit.

The dealership could not broadcast voice messages to the employees about matters crucial to the business due to its on-prem solution. Many employees didn't have a physical desk that caused them to miss critical messages. As a second dealership was under construction in a separate location, the dealership needed to transfer calls and voicemails between the two locations.



#### OBJECTIVE

The dealership wanted a dependable communications solution that fits with how they communicate with customers and employees alike. The dealership needed to ensure that calls are routed to the right departments quickly so that customers get the answers they need to make buying decisions as well as continue to service their vehicles with the Service Department.



## SOLUTION

After reviewing the requirements of the company, ISSQUARED™ proposed its Unified Communications as a Service (UCaaS) solution 'UCFlex™ Cloud UC'. This system catered to all the challenges of different departments of the dealership. UCFlex™ Cloud UC ensures that calls are routed to the correct department and provides administrative tools to support multiple locations. It also allows customers to click the "CONTACT US" button on the company website and choose which department they want to talk to.

The ability to connect to any type of phone such as mobile, PBX, and VoIP, makes UCFlex™ a unique solution as it also provides pairing with Live Support for call center and customer service.

UCFlex™ has enabled the dealership establishments to communicate more effectively with customers and internal employees. Adding on to the robust desk phone features, UCFlex™ also provides:

- Desktop & Mobile Client (voice/video calling, address book, call logs, IM and conference scheduling)
- Meet-me conferencing (audio-only conferencing starting at 10 parties and scalable to 200 parties)
- Screen-Sharing and Multi-Party audio/video conferencing integrated with Smart Office clients (starting at 10 parties and scalable to 200 participants)
- Unified Messaging with Voicemail delivery to email and optional Transcription
- eFax
- Call Grabber (seamlessly move calls between desk phones, desktop clients and mobility clients)
- Call Recording +storage (call center agents as well as non-call center agents)
- UCD/Call Distribution
- Hunt Groups/ UCD Wallboards
- Auto Attendant
- Attendant Console Client
- End User Web Portal

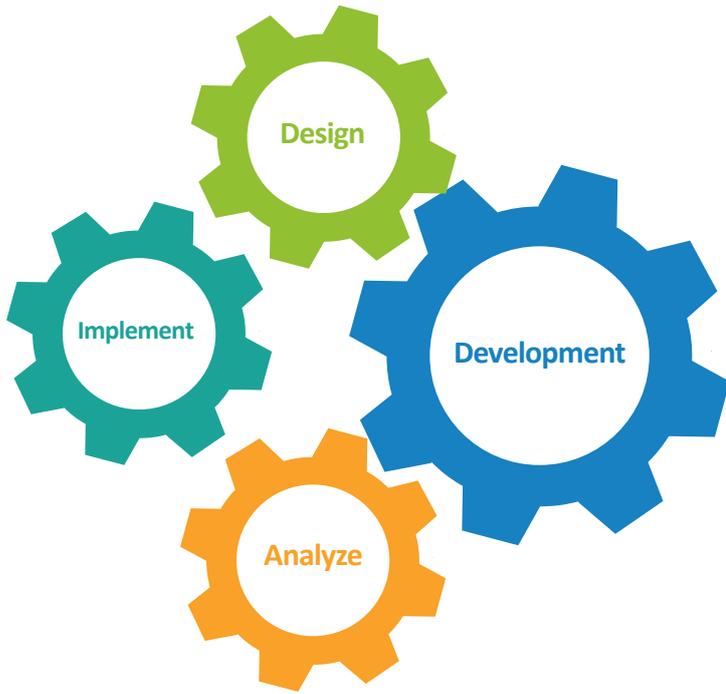


## KEY BENEFITS

UCFlex™ has improved user productivity and customer engagement at the dealership. UCFlex provides the scale and administrative tools to support one location or one thousand, offering the same features worldwide. Additional benefits are listed below:



- Removed capital expenditures and long-term operating costs for hardware, maintenance, and installation.
- Does not require the company to have dedicated systems engineers and support staff to keep the phone system up and efficient.
- Offers pay-as-you-go pricing that lets the company pay for what it uses and add more services when needed.
- Integrates with existing on-prem PBXs, helping protect CAPEX investments while layering on new OPEX services and features.
- Enables the company to manage all locations from one or multiple Administrator accounts.
- Keeps users connected and make them more responsive to co-workers and customers.
- Integrates with the existing phone system of the company, helping protect the investments while layering on new services and features.
- Enables the company to manage all locations from one account.
- Keeps users connected and make them more responsive to co-workers and customers.



## ISSQUARED™

ISSQUARED™ is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many years, ISSQUARED™ has been helping several Fortune 500 organizations and delivered several multi-million-dollar projects. Our proven expertise takes our clients through a seamless digital and security transformation, resulting in rapid business benefits and positions them for future success.

ISSQUARED™ is headquartered in Westlake Village, California, with global delivery capabilities and presence across the UK, Ireland, India, Singapore, the Middle East, and the U.S.



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