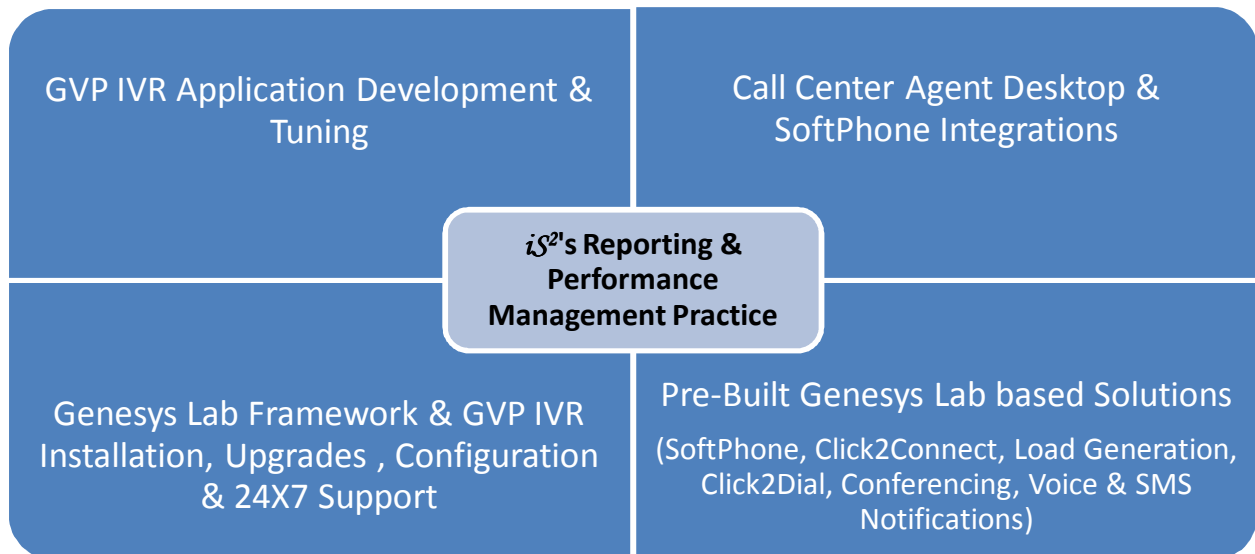


# iS<sup>2</sup> Genesys Related Professional Services -

Delivering Exceptional Value, One Successful Genesys Project at a Time



## Summary:

**iS<sup>2</sup>'s Genesys Professional Services Team** has been successfully integrating CTI with enterprise applications since 1995. We are 100% committed to ensuring that your Genesys project is completed on time and under budget. We work closely with your internal IT team and Genesys Tech Support to ensure that your Genesys solution meets all pre-defined business and technical objectives. We are especially proud of our 100% success record of the Genesys Professional Services Implementations to-date.

The **iS<sup>2</sup> Genesys Professional Services team** specializes in 3 month, 3 FTE, fixed bid engagements that provide measurable value by effectively and efficiently solving complex Genesys projects in half the time and cost that it takes most of our competitors.

## iS<sup>2</sup> Professional Service Domain Expertise:

1. Genesys Framework & GVP IVR Solution Design, Installation, Configuration & Customizations.
2. GVP IVR Speech Application Development, Integration & Performance Tuning.
3. Agent Desktop – SoftPhone Integrations.
4. Genesys Solution related Performance Testing & Optimization.
5. Genesys Call Center related Reporting & Performance Management.

## Benefits:

- ✓ **Quality** – 100% project success rate
- ✓ **Focused on process automation**
- ✓ **Cost & Time Savings** – iS<sup>2</sup> Genesys projects are half the cost and take half the time compared to average.
- ✓ **Complexity** – iS<sup>2</sup> specializes in complex, critical projects with limited budgets.
- ✓ **Innovative Pre-Built Solutions** designed to reduce the cost of professional services

**iS<sup>2</sup> Genesys Labs related Professional Service Engagement Case Studies:**

Project Summary	The Results
<p>1. <b>Customer:</b> Leading North American Transportation Services Provider</p> <p>2. <b>Project Objectives:</b></p> <ul style="list-style-type: none"> <li>a. Design, install, configure and deploy integrated four call center solution.</li> <li>b. Validate that the proposed solution can meet end state call and agent loads.</li> <li>c. Deploy iS<sup>2</sup>'s SoftPhone to 1000 agents (4 call centers) and integrate closely with web based custom agent desktop.</li> </ul> <p>3. <b>iS<sup>2</sup> Team Size:</b> 3 FTE's,</p> <p>4. <b>Duration:</b> 3 Months</p>	<p>“Upper management had given us the monumental task of implementing CTI at four call centers in less than 90 days. This included purchasing and deploying the hardware, deploying the software, building and loading the databases, perform a load and performance test, and code and test multiple last minute softphone modifications. All this, while our internal IT team focused on other projects at the same time. iS<sup>2</sup> was extremely conscientious and worked tirelessly to insure all was completed on time and on budget.</p> <p>I highly recommend iS<sup>2</sup> and would use them again without hesitation.”</p> <p><b>CTI Team Lead, Leading North American Transportation Services Provider</b></p>
<p>1. <b>Customer:</b> Financial Services Provider</p> <p>2. <b>Project Objectives:</b></p> <ul style="list-style-type: none"> <li>a. Design, install, configure, validate and deploy GVP 7.5 IP based solution fully integrated with Genesys CTI Framework</li> <li>b. Migrate complex speech enabled GVP IVR application from version 6 to version 7.6.</li> </ul> <p>3. <b>iS<sup>2</sup> Team Size:</b> 2.5 FTE's</p> <p>4. <b>Duration:</b> 3 Months</p>	<ul style="list-style-type: none"> <li>1. Despite multiple technical challenges, project was successfully completed in less than 3 months.</li> <li>2. QA completed by internal QA team in record 1 week</li> <li>3. Performance &amp; Load Testing performed efficiently &amp; effectively by use of iS<sup>2</sup>'s Load Generation solution.</li> <li>4. Performance optimizations made to IVR application.</li> <li>5. GVP VAR functionality was extended to meet business objectives despite product limitations.</li> </ul>
<p>1. <b>Customer:</b> JohnsonDiversey \ DiverseyLever</p> <p>2. <b>Project Objectives:</b></p> <ul style="list-style-type: none"> <li>a. Design, install, configure and deploy two Genesys Labs enabled call centers.</li> <li>b. Design, install, configure and deploy SoftPhone integration with Siebel CRM.</li> </ul> <p>3. <b>iS<sup>2</sup> Team Size:</b> 2 FTE's</p> <p>4. <b>Duration:</b> 2 Months</p>	<p>“iS<sup>2</sup> has supplied us with top notch Siebel / Genesys Architects and Senior Developers who have uniformly done excellent work consistently meeting or exceeding our expectations...To meet many aggressive deadlines, iS<sup>2</sup> put forth 150% effort to get the job done on time and professionally. The company and their people have a deep commitment to the customer and worked together with us to overcome any obstacles in delivering a successful project.</p> <p>I highly recommend iS<sup>2</sup> for other Siebel projects and would enjoy partnering with the organization again in the future.”</p> <p><b>Chris Windsor, North American Lead, IT Infrastructure and Architecture, JohnsonDiversey\ DiverseyLever</b></p>