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Voxware Selects Avaya IP Office for Round-the-Clock Customer Service and Simplified IT Management

Avaya IP solution implemented by All Business Communications helps warehouse management software company Voxware meet time-sensitive customer demands

FOR IMMEDIATE RELEASE:

Basking Ridge, N.J. – Voxware, a provider of voice-automated software products that help companies manage warehouses, has deployed Avaya IP Office to help improve customer service capabilities and simplify the management of its information technology (IT) and communications operations.

Most of Voxware's customers work in time-sensitive warehouse environments that require the careful management of logistics and inventory. Companies rely on Voxware's ability to let them use voice commands to verify that their customers' orders are completed accurately, as opposed to using manual methods for order fulfillment. This includes the use of voice automation to verify warehouse locations, types of items to collect, and the number of items collected.

In supporting its clients' warehousing needs, Voxware's software and services need to support an entire cycle of daily deadlines. To do this, they use an Avaya IP Office communications system – designed for small and medium-sized enterprises (SME) – which helps ensure Voxware employees remain responsive and accessible to customers twenty-four hours a day, even when an employee is away from the office.

The Avaya IP Office softphone feature lets Voxware employees work anywhere in the world and still remain connected to customers. This serves a critical component of Voxware's customer communications operation, which aims to remain consistently available to clients, so that decisions and assistance are delivered quickly. A company such as a food services client, for example, which deals in perishables, has no time to waste if the warehouse manager has a question or issue to resolve with Voxware.

“Our customers’ businesses are entirely dependent on schedules and meeting deadlines, which means it is imperative that outages and problems are resolved quickly,” said Mike Nolan, IT Manager, Voxware. “Avaya IP Office gives us the enterprise-level capabilities to be always on, and respond to customers dealing with deadline-oriented initiatives. We’ve already seen the number of late responses drop dramatically since deployment.”

Voxware switched to the Avaya IP Office after consulting with All Business Communications, an Avaya SME Expert in the Avaya Business Partner program, Avaya’s highest level of certification in the small and medium enterprise sector, and the 2008 SME Avaya Business Partner of the year. Voxware wanted to improve customer service, and retention. Now, with the availability of 24-hour support, Voxware guarantees a response to its customers’ initiatives within 15 minutes.

With calls coming in to its support center at all hours of the day from around the world, Voxware employees are ready to handle any issue quickly. Avaya IP Office lets Voxware continually page a number of on-call staff and backup staff until calls are answered. The paging system helps locate employees quickly, so they can assist customers in a timely fashion. As a result, Voxware can satisfy customer needs, and their customers can deliver on their commitments.

In addition to enhanced customer support, Avaya IP Office also helps Voxware’s IT organization simplify the management of its communications capabilities in its offices in Cambridge, MA and Hamilton, NJ, which together employ 50 people (Voxware has 75 people company-wide).

Voxware previously relied on a system that made managing two locations more cumbersome, and required its IT managers to tap specialized resources to handle even simple changes. With Avaya IP Office, Voxware’s IT administrator can now easily add, move, or delete employee extensions from his own desk, rather than having to be in front of a phone in an employee’s office. As an added benefit, since the IT manager no longer needs to be in person to make the switch, Voxware is able to cut down on related travel and labor expenses.

“We originally looked at other enterprise communications vendors, but Avaya was the best choice for the functionality and investment level we required,” adds Nolan. “Voxware knows how essential constant and immediate customer service is to being successful. Avaya is integral to Voxware using always-on communications as a competitive advantage.”

About Avaya

Avaya is a global leader in enterprise communications systems. The company

provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

About All Business Communications

All Business Communications, Inc. is a certified member of the Avaya BusinessPartner program. All Business Communications specializes in the design, implementation, and support of integrated communication solutions nationwide. All Business Communications, has achieved "SME Expert" status which is Avaya's highest level of certification in the Small and Medium Enterprise (SME) sector. Avaya named All Business Communications as the 2008 SME Business Partner of the Year at the national sales conference. This was accomplished through unparalleled customer service, product knowledge, and technical expertise in the market. For more information visit, www.abcna.com.