



Integrated Communications Solutions

PMAB Boosts Revenue and Efficiency with OAISYS

When receivables management and collection leader PMAB looked to improve their processes and raise their bottom lines, they turned to longtime business partner Teleco of North Carolina for suggestions.

Teleco, in turn, suggested an array of OAISYS solutions, and the payoff has been greater than anyone expected.

The combination of **Automatic Call Distribution**, **Tracer** and **Net Phone** have combined to enhance PMAB's efforts so much the purchase has paid for itself at least once over since its August, 2004 installation, according to James Woodward, PMAB CIO.

PMAB is a firm believer in deploying technology to address problems when, and even before, they arise. "We see technology as a competitive advantage for our business," Woodward said.

Founded in 1983 and headquartered in Charlotte, NC, the firm has approximately 140 employees in its North Carolina, Louisiana and Arkansas offices. In its receivables management operations for approximately 400 clients, the company averages more than 12,000 calls a day through its Toshiba CTX business telephone system.

OAISYS' advanced **ACD** lets employees focus on productivity and excellent customer service. With advanced call routing, priority call handling and enhanced call management, OAISYS gets the call to the agent best suited to handle every caller's issue.

The **OAISYS Tracer** trunk side recording solution provides all the information businesses need to maximize their telephone-based interactions.

Tracer gives the entire organization a focused insight into its relationships with its customers, enabling increased repeat business by giving all telephone users the tools to satisfy customer needs.

"**Tracer** has helped tighten our relationships with our existing clients and sell our services to new ones," Woodward said. "The solution has allowed us to do a much better job of conflict resolutions with our clients."





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He added, "This setup has paid for itself more than once already. Between new client sales, conflict resolution, training agents using real calls and its easy search features – we've never failed to find a call we needed – this is just a great solution."

OAISYS Net Phone centralizes users' desktop telephones and computers into a single, seamlessly operating solution for maximum efficiency and productivity.

Caller information pops to the user's screen before the call is answered, and the users can create individual rules for handling call situations to meet their needs. Priority or other specified calls can come through immediately, while others can be screened.

With advanced user tools such as presence management, chat, speed dialing, power dialing and more, including the ability to initiate and bookmark recordings, users are more empowered to control their environment and processes than ever before, improving efficiency and streamlining individual and collective operations.

One of the reasons for PMAB's success with their OAISYS solutions is their outstanding relationship with Teleco of North Carolina. "They're not a provider," Woodward said. "They're a business partner."

Teleco has served the Charlotte market's communications needs for more than 23 years. They also can serve customers across the country through a structure of 200 Agent Dealers to support their products, implementation and service.

Woodward credits Teleco's expertise and dedication solving customers' problems. "They brought solutions to the table and delivered on what they promised." Another factor in Teleco's favor was their flexibility in making installations and handling situations around PMAB's 13 hour-a-day operations schedule.

For their next round of technology solutions to address business concerns, PMAB is putting in place **TASKE Technology's Contact Call Center Solution**, as it offers more features than their current method, such as real-time reporting on **ACD** and phone use.

A dedication to addressing issues before they arise, an outstanding vendor relationship and solidly built, seamlessly integrated solutions make for a great experience for everyone involved, most importantly for PMAB's 400 clients and their customers.

