

WATERLOGIC AUSTRALIA

Waterlogic Australia is a designer, manufacturer, distributor, and operator of water mains attached to point-of-use (POU) drinking water purification and dispensing systems designed for environments like offices, factories, hospitals, hotels, schools, restaurants, and other workplaces.

Founded in 1992, Waterlogic has offices in Sydney, Perth, Brisbane, Melbourne, and Adelaide. The company services an extensive and expanding independent global distribution network, reaching over 50 countries worldwide, including the USA, Australia, and Western Europe.



Asia Pacific



Manufacturing



Enterprise



Cloud

AT A GLANCE

Waterlogic Australia's old telephones were managed on a traditional copper network. While that system was "tried and true," it lacked modern functionality and flexibility. There was no way to monitor incoming calls at the company's contact center in Perth, meaning tracking or responding to missed calls was impossible. With locations around Australia, placing calls between offices was expensive. Limited bandwidth meant lagging connection speeds. They decided to move to a cloud-based communications system.

GOALS

Danny Warren, Chief Finance Officer at Waterlogic Australia, described switching to a new system as a "leap of faith." When considering what type of telephone system to buy, he was concerned that business operations would halt if a cloud-based data system and their network went down. Any new communications solution had to be reliable and fast, with no downtime and a seamless transition from their existing telephone system.

The new system also needed to provide data and feedback for their contact center, which could not track incoming calls or agent availability. Other necessary qualities: it had to be cost-effective and couldn't require extensive IT knowledge.

RESULTS

Waterlogic Australia, with their local technology partner, chose the Unify OpenScope Business communications system. The cloud-based system resides in a Sydney data center and provides communications services to the company's offices around Australia. The new solution was installed first in their Sydney office and then rolled out to the office in Perth, Melbourne.

During installation, the OpenScope Business telephone system routed all calls to staff mobile phones, so business carried on as usual. This proved that if the network were ever to go down, company operations would have no impact.

Unify OpenScope Assistant and Unify OpenScope myAgent make the solution easy to self-manage, which allows Waterlogic Australia to be self-sufficient. The new system can be fine-tuned anytime, even by staff with limited IT expertise.

OpenScope Business unites the company on the same high-speed multiprotocol label switching (MPLS) network. Calls to the company's 1300 number are routed to each state office, saving an estimated \$2,000 - \$3,000 (AUD) per month. This feature alone could eventually pay off the phone system. Waterlogic Australia is also saving money on calls between offices, which are now free.

The new system has made the contact center more effective with features like call monitoring, agent status, and data reporting. Managers can easily manage queues and agent performance to ensure the correct number of staff is available. The software also saves all caller details against their phone number, saving agents and customers time throughout multiple calls.

"It's been an excellent outcome, and we haven't had any issues," says Warren. "I've been thrilled with it."

With OpenScope Business, communications at Waterlogic Australia are more reliable, cost-effective, and efficient than ever.

PRODUCTS

OPENScape BUSINESS ▶



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