



Connecting staff in global locations to local engineers via a centralised automated IVR system in the USA.

A series of case studies that demonstrate ICR's unique approach to problem solving and enhancing the operations of leading customer focused businesses.

← **ARINC Managed Services**

About ARINC Managed Services

ARINC Managed Services (AMS), a subsidiary of ARINC incorporated, manages projects at over 450 locations worldwide, and is the leading provider of operations, maintenance and staffing services for the airports industry. ARINC, a portfolio company of The Carlyle Group, provides communications, engineering and integration solutions for commercial, defense and government customers worldwide. Headquartered in Annapolis, Maryland with regional offices in London and Singapore, ARINC is ISO 9001:2000 certified.

Project Background

ARINC were committed to a communications project based on the Syntellect / Envovx IVR platform and after some difficulty in securing support for the project locally they were forced to look for expertise elsewhere. They approached ICR (based in the UK) to see if we could help given that the central system would be located in Maryland, USA, with links to hundreds of airport staff throughout the world.

Project Objectives

The project was to deliver a centrally located automated system that would provide airport staff with a facility to make local-rate support calls to a locally-based engineer and deliver an e-mail to the engineer at the same time.

The Solution

The Envovx system answers the airport workers' support call and asks them for a PIN. Using information stored in a database, the system then transfers the caller to their locally based engineer's Blackberry. At the same time an e-mail containing a unique trouble ticket reference for the call is also sent to the same Blackberry so the engineer has a formal record of the call and a ticket reference. The communication is carried out via VOIP and as soon as the call transfer has been completed the automated system disconnects the originating and transfer lines to free them to handle further calls. It's a very innovative and slick solution made possible by VOIP.

ICR's involvement

ICR's first task was to prove the technology by replicating ARINC's infrastructure in the UK. This consisted of the Envovx IVR platform running HMP alongside VOIP and connected to a PBX. Once proven, ICR remotely configured ARINC's Envovx platform in Maryland before progressing to build and test the applications in the UK, and then deploying and testing them remotely on the Maryland system.

Chris Mackey - ARINC Managed Services

We had difficulty finding local Syntellect / Envovx professional services after purchasing the platform and subsequently identified ICR as a potential source of expertise. Following initial discussions ICR offered us a flexible and welcome approach to our situation and have been a delight to work with. We did have some reservations in contracting a UK based organisation which we had no previous experience of but these reservations soon proved to be unfounded. We cannot fault the quality of work and approach and the solution is ready to go. We wouldn't hesitate in recommending ICR and when appropriate we will be engaging them for future projects.

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