



# DTZ New Zealand Reports on IP Office

Full-service Property Advisory Company, DTZ New Zealand Limited, has recently implemented the new Avaya IP Office telephony platform and its integral call centre application. According to Darryl Oldfield, Call Centre Manager at the company's Wellington branch, the system is improving operational efficiencies and providing the management reporting tools necessary to ensure excellent customer service. On top of that, Mr Oldfield says the solution is assisting DTZ to maintain their position as the leading Facilities Management provider in New Zealand!

## The Customer

DTZ provides services and advice to their customers ranging from valuation and consultancy, property and facilities management, occupier services, building consultancy and public sector properties. It was established in April 2002 as a result of the merger between Darroch Limited and Knight Frank NZ. Today it operates in every major centre in New Zealand with branch offices in Alexandra, Hamilton, Invercargill, Napier, Palmerston North, Rotorua, Timaru and Whangarei.

DTZ NZ operates as part of the DTZ group in Asia Pacific, complementing the other major Asia Pacific office locations in Australia, Hong Kong and Singapore.

One aspect of DTZ's business that has seen significant growth over the last 18 months is its Facilities Management area which enjoys a healthy client base of a number of New Zealand's leading organiza-

tions – ACC, Shell NZ, Westpac Trust, Fletcher Building, BNZ and Whitcoulls to name a few.

## The Challenge

When rapid growth takes place in an organization – such as what DTZ has experienced in the last 18 months – added pressure is placed on existing systems and more often than not new technology is required to enable the recently formed company to cope with the extra workload. As Darryl Oldfield explains, this was the case in DTZ's Wellington-based Facilities Management call centre.

"With the growth we have experienced, we have gained a number of large New Zealand customers and discovered that our old phone system, which had been adequate prior to this growth, was not handling the increase in calls coming into the call centre."

"Our staff can deal with simple requests which may last 30 seconds to more complicated issues which can take hours to resolve. With the increase in our customer base, our nine full time call centre agents were suddenly facing 1250 calls per week and it became apparent we had to replace the old technology with a system that would ensure calls were answered efficiently, allowed for future growth and was affordable."





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"Equally as important was the need for a management reporting system that could monitor our call and response rates and provide us with accurate information to ensure we had the correct number of agents to cover the calls at different times of the day. Until we installed Avaya IP Office, this had been done on a 'best effort endeavor' as we had no call traffic visibility – something which had caused difficulties in meeting our customer's expectations on providing a timely response."

"We started to look around at different systems and vendors on the market but soon realized we needed an independent consultant who could evaluate the products on the market and adapt a solution to suit our needs."

### The Solution

"Through business consultant Dave Pickett at Connect NZ Ltd, we evaluated a number of different products on the market taking into account the functionality of each system and value for money. From a pool of different vendors, we chose Avaya's IP Office," said Mr. Oldfield.

"For every inbound call we receive we make approximately three outbound calls. This process requires the coordination of a number of people to complete the task and can be very time consuming as the agents search for contact numbers and dial from a telephone."

"Using Avaya IP Office Phone Manger Pro application, in conjunction with a headset, our agents never need to touch the phone. Instead, the agent now searches for

the contact name on their PC, clicks on the name and the number is automatically dialed from the Phone Manager Pro application. The calls are also allocated an account code on the PC so that specific calls and any associated work is automatically logged for charging and can be used for historical analysis."

Dave Pickett from Connect NZ says as well as providing traditional voicemail features, the Avaya IP Office Voice Mail Pro application provides DTZ's customers with personalized comfort messages if they are not answered within a given period.

"By running the Avaya IP Office CCC (Compact Call Centre) application, DTZ is running PC based wallboards on its agents' PCs. The agents can then monitor their individual performance or the centre's overall performance. Wallboards can be customized to suit each agent, who can also receive text messages without being disturbed via a phone call."

"CCC View provides DTZ with a comprehensive range of real time and historical reports which are scheduled to automatically save to file or print out," Mr Pickett said.

### The Benefits

Darryl Oldfield says learning about Avaya's IP Office required just one hour of training and whilst staff took a few weeks to adjust, it wasn't long before the benefits were clearly visible.

As well as providing the traditional voice features, IP Office is saving a large amount of time within the call centre with the use of the Phone Manager Pro application. The application allows control of the phone from the PC, along with customer details appearing on the agents' screen the moment the call is connected.

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"The Call Centre application gives full visibility of our performance, traffic volumes and trends. This enables us to make informed decisions of when and where agents are used to maximize our customer support. On top of that, the system is affordable and easy to use."

"We have been impressed with the service and support we have received through Connect and Agile – whilst there are always issues to overcome

when implementing new technology, the system is now fully operational and the ongoing day-to-day post sales service has been excellent." Mr Oldfield says the last set of monthly statistics showed 95 per cent of calls were answered in the first 20 seconds, 17 percent above the industry average

### Learn More

To find out how Avaya IP Office can enhance your communications solutions, please contact your Avaya Authorized BusinessPartner or Avaya Client Executive, or visit [avaya.com/smallmidbusiness](http://avaya.com/smallmidbusiness).

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