# CODE

# Customer Success Story

## EET GROUP

EET Europarts is one of the world's largest print and spare parts IT distributor and sells accessories for computer, sound and network across Europe.

"
UC Analytics has been the perfect choice for us. We now have clear visibility of call quality, user adoption and employee productivity within our Skype for Busness environment "

Frederik Christiansen, Group IT Operations Manager

## QUICK VIEW

**Market:** Information Technology
**Location:** Ballerup, Denmark
**Infrastructure:** Skype for Business On Premises
**Skype 4B Users:** 250
**Skype 4B Response Groups:** 25
**Solution:** UC Analytics, UC Analytics +

## THE CHALLENGE

EET Groups initial requirement was to have increased visibility of Skype for Business use with a focus on call quality and employee productivity. The native reporting available was not delivering the details required and it was not suitable for business users.

As EET Group began using Response Groups there then became the requirement to visualize performance with real-time wallboards and supporting reports.

Call handling times needed to be carefully monitored within the Response Groups to ensure customer satisfaction was kept to a high level.

## THE SOUTION

UC Analytics was initially selected due to its powerful reporting capabilities over those available with native Lync / SfB reporting. Each user had unique reporting requirements and the user driven nature of UC Analytics was an exact fit.

Once the core solution UC Analytics was installed and the requirement for real-time wall boards arose UC Analytics + was the obvious choice as a cost effective alternative to full contact center software.

## Applications Used

UC Analytics
UC Analytics +

"

UC Analytics has given EET Group the ability to simply view many areas of our Skype for Business deployment ensuring our investment is delivering the expected results.

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## CUSTOMER COMMENT

" Since Lync/SfB lack a suitable statistical and reporting system built-in, we were looking for a good way to monitor our call quality and also make statistics on out and inbound calls. UC Analytics has been the perfect choice for us. It will now be easy to scale and expand the solution to meet our global needs. We give it our best recommendations! "

Frederik Christiansen, Group IT Operations Manager

# ABOUT US

Code is a technology company specialising in analytics and reporting and recording for Unified Communications. We have previous experience in delivering some of the largest call management projects to have been implemented and have applied this knowledge to Code resulting in a refreshingly innovative company with a wealth of experience.

As a company our purpose is to assist organisations who use Skype4Business, Skype Online (O365) in maximising their investment in Unified Communications. We also strive with our partners to become a trusted and valued part of their eco-system.

We have installations in 5 continents ranging from SME's to multi-national global enterprises.

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