



Rory Donnelly, Chief Information Officer, Nissan Ireland

About Nissan Ireland :

Established in 1977, Nissan Ireland is responsible for distributing the full range of Nissan new cars, commercial vehicles / vans and forklifts within the Republic of Ireland. Nissan has been at the forefront of the Irish motor industry ever since. This is achieved by a potent combination of aggressive sales and marketing strategies coupled with an extremely strong customer service philosophy.

The Challenge :

As with any technology it is imperative to have clear visibility of usage and critical success factors to ensure successful delivery and on-going use. This was the case when Nissan decided to go to Skype for Business and needed a way of ensuring the user adoption was at an acceptable level, the expected productivity gains were being realised and call quality levels were not being compromised.

The Solution :

Code's reporting and analytics were installed within a day with little if any disruption to the business. The training was on live data therefore the configuration of the system was relevant to all of Nissan's unique reporting requirements. The automated reports are delivered across the company and when specific information is required this is viewed either with the dashboards or the simple to create bespoke reports.

From Rory :

Nissan have been happy customers of Code for a number of years, and have seen their products evolve and mature. Their suite of applications is very well designed and executed, providing a level of functionality that is significantly ahead of the competition, and is very attractively priced. Code customer support is the best I've ever encountered: instant and highly skilled. I would have no hesitation in recommending Code and their product suite to anyone.

Who we are

UC has revolutionized working practices around the world, bringing new ways of communicating and collaborating. To make a success of this new way of working organizations need robust and adaptable reporting and management tools. Code has been producing UC productivity solutions since 2013 and is the provider of choice for more than 3,000 organizations globally.

"We run over 140 call-management reports on a regular basis, and have forgotten how we managed before Clobba. Our investment paid off in bare weeks."

Vicente Fraser, CIO
London School of Business and Finance

We use our expertise to develop innovative reporting, analytical, and management software to help you unlock efficiencies and extract business insights for your UC.

Code's suite of software assists in managing multiple elements of your Unified Communication environment.

- **Clobba** - reporting and analytics for UC
- **Clobba DM** - inventory and device management for headsets from EPOS, Jabra and Poly
- **Clobba RT** - real-time and historical reporting and wallboards for MS Teams Call Queues and Auto Attendants and SfB Response Groups
- **Clobba VR** - simple and cost-effective call recording for Teams and SfB
- **Clobba RM** - DID number and range management solution
- **Clobba MT** - delivering governance, adoption and productivity stats for organizations using Microsoft Teams
- **Clobba QM** - local management and configuration of Teams Call Queues Auto Attendance

With offices in the UK, US and Romania we operate through a global network of 50+ partners and have installations across five continents, ranging from SMEs to the largest global enterprises.

We pride ourselves in delivering the highest levels of customer service

CLOBBA

CLOBBA **DM**
DEVICE MANAGER

CLOBBA **RT**
REAL TIME

CLOBBA **VR**
VOICE RECORDER

CLOBBA **RM**
RANGE MANAGER

CLOBBA **MT**
MICROSOFT TEAMS

CLOBBA **QM**
QUEUE MANAGER

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