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The new alternative forms of communication, such as estos LiveChat, are very popular with our customers. Above all, they are looking forward to finally matching a face to a voice they have known for years. For us this means a higher degree of customer loyalty.“

Klaus-Dieter Bugiel, Manager/CEO

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The Company

Fox-COURIER GmbH, headquartered in Leipzig, is an international logistics company. The focus is on the transport of time-critical goods and documents as well as the handling of air freight shipments. By means of extensive certifications and approvals, special transport assignments by fox-COURIER are also possible at any time. This includes, for example, transport of dangerous goods, the safe and humane transport of small animals or the transport of motorcycles. The company currently employs **12 people**.

The Challenge

Particularly with time-critical shipments, smooth communication between customers, fox-COURIER and individual drivers is an important prerequisite for a successful service. For this reason, two years ago, fox-COURIER decided to use the Unified Communications & CTI Software Suite ProCall Enterprise from estos. As a result, communication and collaboration within the company also improved as well as with external partners. Now, fox-COURIER wanted to adapt better to the **changed communication behavior** of employees and customers and sought a new **future-oriented solution**.

Company Profile

Customer:
Fox-COURIER Leipzig GmbH

Locations:
Leipzig

Employees:
12, including 10 workstations
with estos software



The Solution

In the search for solutions, fox-COURIER turned to its ICT partner SMK Systemhaus GmbH. They convinced the company to take part in the current estos GmbH field trials. For example, fox-COURIER was able to test the new versions of **ProCall Enterprise**, the middleware **ECSTA series** (communication between PC and telephone system), the LDAP-compatible directory service **MetaDirectory** (connection of different contact sources), native apps and the new LiveChat, before the official release.

The company also wished to use the additional module **ProCall Analytics** (evaluation of incoming communication data). The central component of the new solution is the web integration of estos Live-Chat. For the first time, real-time information on the availability of individual employees becomes visible in a customer-protected area. Customers can easily reach them via text, audio or audio/video chat. Improved connectivity of mobile devices based on iOS or Android, thanks to the new cloud-based service UCConnect, was an argument for the IT

managers at fox-COURIER to continue using estos' products after a test period. The improved chat function in the apps allows for secure, quick and reliable exchange of information between the control center and drivers. „As unimportant as this detail is, for us the ‘delivered and read’ feature made everything so much easier,“ says Klaus-Dieter Bugiel, the business manager.



Project Data

Applications:

- ProCall Enterprise
- ProCall Analytics
- ProCall Mobile
- MetaDirectory
- ECSTA

IT Infrastructure:

- Microsoft Outlook / Exchange

Telephone System:

- Unify OpenScape Business

ICT Partner:

- SMK Systemhaus GmbH