

GERMAN HEALTH INSURANCE COMPANY SANCURA BKK OPTIMIZES CUSTOMER SERVICE WITH WICOM VOIP SOLUTION

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maximum customer satisfaction and cost efficiency:

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HELSINKI / MUNICH, 13 June 2005 – While many companies are only thinking about using VoIP technology, German health insurance company sancura BKK is already taking stock. To optimize customer service processes, sancura chose Wicom Communications, the leading European provider of IP contact center and enterprise communications software, and T-Systems, one of Europe's leading providers of information and communications technology, to implement a virtual call center. After just over a year, the IP-based call center has more than paid itself off, says sancura BKK.

With the new solution in place, the quality of sancura BKK's customer service has significantly improved. Previously, callers had been kept in long waiting loops due to the external call centers' inability to cope with high volumes of calls. Today, almost 90 per cent of all calls are answered within 20 seconds.

Twenty-five customer service experts work from three different locations servicing the customers 24 hours a day, 7 days a week. Wicom's software allows service agents to have immediate access to all relevant data, so customer enquiries are handled by the call centre directly or seamlessly referred to the appropriate department. Of more than 300,000 calls handled in 2004 alone, the vast majority of requests were settled within 48 hours.

Moreover, pure IP-based technology means that sancura BKK is well placed for future growth. The solution is completely scalable according to sancura BKK's business and customer service needs.

The solution is based on Wicom Communications Server Suite (CSS), T-Systems was responsible for implementation and service. Both companies had announced a co-operation in May 2004 to distribute IP-based Contact Center solutions.

For more information, please contact:

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About sancura BKK

sancura BKK was founded in a merger of several company health insurance funds in the German federal state of Hesse. The health insurance company has grown quickly from 50,000 (in 1996) to now more than 250,000 customers. True to the sancura BKK motto "Your Health, Our Strength", the company puts a strong emphasis on a very customer-focused service, delivered by qualified employees, while maintaining low overheads.

About T-Systems

T-Systems is one of Europe's leading providers of information and communications technology (ICT).

Within the Deutsche Telekom Group, T-Systems is responsible for supporting the business customer segment, ranging from medium-sized and large companies all the way up to multinational corporations and public institutions. The company has 51,000 employees in over 20 countries worldwide and posted revenues of nearly €13 billion in 2004.

The company optimizes processes and cuts costs for its customers, thus providing them additional flexibility for their core business. It does this by making targeted use of industry expertise and cutting-edge technology. T-Systems' services encompass all levels of the information and communications technology value chain, spanning from ICT infrastructure and ICT solutions, up to, and including, business process management.

For more information about the company and its services, see www.t-systems.com.

About Wicom Communications

Wicom Communications is a leading European provider of all-IP contact center solutions and VoIP enterprise telephony software for fixed and wireless network environments. With Wicom software, voice and data traffic, information systems and databases are combined into a centrally managed system that allows unified queuing, prioritizing and routing of all contacts - telephone, e-mail, fax, voicemails, web-contacts, co-browsing and SMS. Currently used in 11 countries with 130+ client organizations, Wicom technology is available through selected partners throughout Europe. Gartner Inc. has ranked Wicom in the "visionaries" quadrant of its reports titled "Contact Center Infrastructure Magic Quadrant - EMEA Region" for two consecutive years. For more information, please visit www.wicom.com.