

ONI BESPOKE DEVELOPMENT

OVERCOMING YOUR CHALLENGES



BESPOKE DEVELOPMENT IS ALL ABOUT HELPING OUR CUSTOMERS ACHIEVE THEIR OBJECTIVES. IT'S ABOUT UNDERSTANDING THE CHALLENGES THEY FACE AND CREATING A CUSTOMISED SOLUTION, SPECIFIC TO THEIR NEEDS. IT'S FOR WHEN 'OUT OF THE BOX' SIMPLY ISN'T GOOD ENOUGH



OUR TEAM OF IN-HOUSE DEVELOPERS WORK WITH OUR CUSTOMERS TO DELIVER TRUE VALUE INTO THEIR NEW AND EXISTING TECHNOLOGY ESTATE. THE POWER OF OUR SOLUTIONS CAN BE DRAMATICALLY ENHANCED THROUGH CUSTOMISATION AND HELP ACHIEVE A GREATER RETURN ON YOUR INVESTMENT

COMMON CHALLENGES

Standard products not fit for purpose

It is not so much that a standard product is not fit for the purpose for which it was designed, but rather that the customer desired solution differs from the out of the box offering. Whether the required changes are very large, or, as is often the case, quite small without some development there will be a mismatch of expectations leading to dissatisfaction.

Ensuring product compliance

It is one thing to develop or enhance an app, but this is of little use if the development causes instability in the product or leads to knock on issues elsewhere. All of ONI's developments are fully tested in house in one of our lab environments prior to delivery to our customers. We pride ourselves on being a trusted advisor to our customers and this strength of relationship extends to our bespoke development, removing the question marks around untested suppliers.

Spiralling costs

Very often there may be ways to enhance products by upgrading or even a full replacement. This can more often than not be a costly approach with the additional uncertainty of future development costs. We are able to consult and look at the solution holistically with experience to help find the right and most cost effective solution to mitigate the need for spiralling costs.

Endless, unknown possibilities

Very often the hardest challenges in the development of a solution is the fact that there appear to be a raft of almost endless possibilities many of which are unknown. ONI can help guide you through this minefield, many products have

endless possibilities but sky high costs to deliver it all, as previously mentioned, ONI can help break down the possibilities to build a roadmap that focusses on key wins to aid business justification.

SOLUTIONS


A common mistake is to go looking for major enhancements on a product by bespoke development, however in our experience it often only requires a minor enhancement to provide a major benefit. The challenge is simply to identify exactly what it is that you are trying to achieve, without initially any regard for the product's current capability to do so. Below are a few examples of our development solutions:

Call Control

ONI has developed a management tool for Cisco UCCX called **UCCXFLEX**, that simplifies the daily management of the contact centre. Instead of the values for UCCX being defined using the standard Cisco scripting language, which requires a high level of technical expertise, authorised staff can use drop down windows to perform regular tasks, such as changing contact centre opening and closing times, changing in-queue messages played to callers, setting up IVR functionality and defining call treatment when the contact centre is closed, in a secure and auditable way.

CRM Integration

The ability to integrate into a CRM database is a critical part of improving the efficiencies in the area of customer care. Being able to pop a database record automatically based on a callers CLI is a rudimentary requirement these days. However much of the integration can go much deeper than that.



We have assisted organisations with pushing CRM contact database information out to the telephone directory screen, reducing the need for costly licenses. JLT, one of the world's largest risk management and insurance providers leveraged ONI's development capability by integrating their Cisco contact centre with Salesforce.com. The web based integration allowed them maintain supervisor and agent functionality within the CRM, a feature that was not available in the standard Cisco product.

Enhanced Mobility

ONI has developed an extension mobility feature which can change the extension number on a given phone by keying in a user name and password to automatically log the phone in when a laptop user plugs in to the Ethernet port. This app has also been further developed to support a customer with a compliance policy relating to ctrl-alt-del on desktop machines.

These are just a few examples of ONI's bespoke development work. The world of IT never stands still in order to be able to deliver competitive solutions that continue to add business value to our customers our portfolio continues to evolve. We have an on-boarding process for all new additions that includes full test and acceptance along with the questions, how do we install, support and train customers on new solution enhancements.

We have the skills and expertise to be thought leaders and take a pro-active approach for our customers. There will always need to be an open dialogue when you are working in partnership to deliver the correct solution, however there are times when you need your partner to take the lead and recommend the best options based on their previous experiences and understanding of the market place.

Contact us today to book a free discovery workshop where we can help you discover the endless possibilities through bespoke development.

WHY ONI?

- PROVEN TRACK RECORD IN CUSTOMISING SOLUTIONS
- DEDICATED DEVELOPMENT TEAM
- EXISTING SUITE OF APPLICATIONS
- 100% PRODUCT COMPLIANCE
- DESIGNED BY A SUPPLIER YOU KNOW AND TRUST



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