



COLORCON

CASE STUDY



PHARMACEUTICALS



BESPOKE
DEVELOPMENT



BORDERLESS
INFRASTRUCTURE



UNIFIED
COMMS



DATA
CENTRE



CONTACT
CENTRE

Colorcon is a world leader in the design, development and technical support of advanced coating systems, modified release technologies and functional excipients for pharmaceutical dosage forms.

CHALLENGES

Colorcon is a global organisation with an extensive network of offices, manufacturing facilities and technical service laboratories. Individual sites were using local systems with local support contracts that was leading to both process and cost inefficiencies.

Across the organisation there was little in the way of common procedures and standards, making file sharing and collaboration difficult.

Colorcon recognised the need to centralise the management and technical support of their communications network in order to improve standards, cost efficiency and collaboration across multiple locations.

SOLUTION

ONI immediately set about replacing the legacy telephony system and core LAN infrastructure at Colorcon's US global campus and three UK offices. Phase one of the project saw over 800 extensions installed using Cisco's unified communications and switching technology. The same technology was subsequently rolled out at facilities in more than twenty countries across Europe, Asia and the Americas.

At the same time a global maintenance contract was set up to ensure consistent support across all Colorcon offices. Centralised management and simplified maintenance provided immediate cost benefits across the organisation.

Users benefited from the introduction of virtual desktop solutions, providing employees with immediate access to their usual data and applications, wherever they were in the world.

BENEFITS

- Dramatically reduced costs
- Multi-lingual, front line support
- Simplified employee training
- Global support 24/7/365

“ONI’s global support contract provides Colorcon with standardised support and peace of mind, wherever they are in the world.”

ONI also helped Colorcon to further reduce costs with the consolidation of their European contact centres into a single, purpose built centre in the UK. Using the latest unified and multi-channel communications technology, the centre provides multi-lingual front line customer service.

Calls are answered in the customer’s own language and intelligently routed to the most appropriately skilled agent. This has significantly improved the customer experience with call waiting times down and first call resolution rates up.

Contact centre staff training was improved with targeted skills development, leading to a corresponding increase in job satisfaction and a reduction in staff turnover. The same initiative was repeated in Singapore for the Asia Pacific region.

In addition to the communications infrastructure, ONI developed a bespoke company directory application, centralising multiple directories within the new phone system.

ONI’s global support contract provides Colorcon with standardised support and peace of mind, wherever they are in the world. The UK Network Operations Centre provides 24/7 first response for all technical queries and local engineers work alongside Cisco on-site technicians to resolve issues quickly and effectively.



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, Net App, Veeam, Gamma, BT and Microsoft.