

Cisco IP Telephony Retail Solution

Networking/ Security



Industry Issues:

Customer Management is the primary focus for most retailers. Customer Management consists of four components: Customer selection, customer retention, customer growth, and customer acquisition.

IP Telephony can play a key role in all four components around your customer management strategy. Through a unified voice and data communications systems, industry specific applications can be developed and deployed utilizing your phone systems as a competitive advantage.

In addition to customer management, reducing operational cost and improving customer service are also key objectives for any retail organization.

Improving Call Center effectiveness by automating tasks that are typically done manually reduce cost, improves productivity and enhances the overall customer service experience.

Why Partner with CDI

CDI's Retail Transformation Practice delivers emerging technologies like IP Telephony that enable competitive advantage, improving productivity and reducing overall operational cost.

Our experience and knowledge in delivering technology solutions to the retail marketplace, makes us a valued partner to our retail customers.

Technology Requirements

- Create a Platform for Communications, Audio, Video, and Data
- Reduce Operational Expense
- Enhance Customer Service
- Improve Overall Productivity
- Improve Agility
- Enabling Competitive Advantage

CDI Experience

- 10 Years Experience Delivering Mission Critical Solutions
- Business & Pre-Sales Consultants
- Project Management
- Cisco Certified IPT Consultants
- Cisco Certified Delivery Engineers
- Voice Consultants
- Customer Support Lab

CDI IPT Offerings

- One Stop Shop
- Feasibility Study
- ROI & TCO Analysis
- Design & Implementation
- Product Acquisition
- Day Two Support
- Online Management Reporting

CDI is an IT infrastructure services company that lends knowledge, experience and credibility to helping companies facilitate communications and collaboration between employees, partners and customers around the world.