

LANtech supercharges its customer service with Amazon Connect

Challenge:

LANtech's legacy on-premise contact centre solution made providing great service harder, not easier. The contact centre reporting was costly and not delivering the level of analytics required. Additionally the system was unable to integrate with their CRM which caused duplication of info and an increased call handling time for the end customer.

To get API/SQL reporting and access, came at a significant licensing cost which led to minimal to no reporting. No integration with their CRM so the agent's view of incoming calls was just a number, prolonging the Average Handling Time (AHT) which is a key contact centre metric.

Solution:

Delivering an omni-channel contact centre experience to provide fast, secure, high quality, and more personalised customer service at a lower cost.

McKee says they fell in love with Amazon Connect, an omnichannel cloud contact centre. *“Digital Island demo'd Amazon Connect for us, and it ticked all the boxes. We were highly impressed with the phenomenal functionality that they'd added, as well as it's native omnichannel features”.*

Business results:

Digital Island delivered a future-proof, scalable, cloud based omni-channel contact centre solution. Now enjoying a consumption based model that flexes with the business needs — and also providing their agents real-time customer data and dashboards.

“When we told one prospect that we were moving to Amazon Connect, it was a gamechanger. They loved our commitment to better service, and it won us a well-known 1000 seat, New Zealand-wide customer,” says McKee. *“And I'm sure more will follow.”*



Established in 1986, LANtech is one of New Zealand's original IT support providers. From a start building PC systems, they soon expanded to provide and support network systems and solutions. Now, some 35 years later, they're a leading provider of managed services, with more than 80 staff and a passion for fantastic customer service.

“I'm really pleased with the successful implementation of a cutting edge system that we can expand, grow and deliver a fantastic outcome and experience back to our customers. It's a great feeling.”

Hayden McKee,
CEO Lantech.

Customer support, the hard way

The company's historic on-premises contact centre solution had not evolved at the same rate as the business, making providing great service harder, not easier. This meant that despite their professionalism and determination, LANtech's Service Desk team was at times stretched to capacity.

“The legacy contact centre solution we were running was not fit for purpose any longer – the reporting was unreliable, the functionality limited, and the platform unstable,” says McKee. *“It certainly wasn't enabling us to continue raising the bar for customer experience going forward.”*

The previous solution's limited reporting capabilities didn't provide the desired visibility around contact centre performance to the business. They wanted better visibility of the quality of their agents' interactions with customers, the number of inbound calls, average handling time, first call resolution and call-back rates. The business was also eager to reduce the amount of effort required by their internal team in performing regular updates and remediation to ensure stability. Seamless integration with internal systems was also sought along with a more flexible pricing structure and better options around business continuity.

Amazon Connect's reporting and dashboards plus AI-informed insights from Contact Lens reduced time spent on service delivery and quality by up to 20%.¹

McKee says another key driver for change was to reduce risk and enhance business continuity and disaster recovery planning for the service desk. *“Hosting our contact centre solution on-premises wasn't a risk I was prepared to take – we needed to move to an independent platform with high resiliency”.*

Continued evolution

LANtech's success has always been based on its ability to continuously evolve its offering and its service levels. *“As part of our evolution, we constantly strive to deliver service excellence and identify opportunities to improve our qualifications, tools, systems and processes to enable this”*, says McKee. Having been given the remit for continued growth in his new role, he knew that if he geared up the sales team to bring in more customers this would have an impact on the service desk's ability to provide a high level of service. *“It's always a balancing act between sales and service. There was no point in ramping up sales if we weren't ready to deliver – we needed our contact centre working efficiently”.*

Committed to taking the next step, LANtech went to market for a new contact centre solution. After reviewing several solutions, McKee says they were most impressed with Amazon Connect. *“...we were sold on the chatbot and artificial intelligence, and the potential it gave us to reduce call volumes or redirect calls with more precision. With these capabilities, we could double the number of customers we support without doubling our agent headcount.”* says McKee.

Prior to implementation, LANtech also commissioned Digital Island to complete an industry best practice review of their service desk.

Realising a fast ROI

By the end of August 2021, LANtech had a new contact centre solution. Digital Island delivered Amazon Connect within three weeks, a timeframe that included testing and API integration.

McKee says the solution not only went live a week early and within budget but also attracted great internal feedback. Ben Bleakley, LANtech's Operations Manager, commented on go-live date that "today marked the issue free go-live of our new Digital Island Amazon Connect contact centre. From the start this has been one of the slickest projects I have been a part of. The team at Digital Island delivered this with absolute precision, none of the milestone dates were missed. This ongoing partnership with Digital Island is giving us the ability to add all the stuff that makes me excited about working in IT... Robotics, AI and the leading edge tech that will give our team and our customers the best experience ever."

The new contact centre solution has been quick to deliver a return on investment for the business. ***"We've already had some great feedback from customers and the contact centre dashboard provides great visibility of call abandonment rates, and call peaks and troughs."***

The time required to maintain their contact centre solution has now reduced to zero. ***"With Amazon Connect, Digital Island does all of that for us through their inclusive managed service offering. The solution is reliable; we have good uptime, no issues and outstanding support."***

Agents can now see customers' names and details (including their call history and current ticket) for each incoming call. Amazon Connect allows the business to switch on features and manage agents internally, as demand changes. LANtech is delighted with the real-time and historical reporting, and the live feedback through the customer sentiment feature. By using the AI functionality to guide agents through scripts and offer on-the-spot answers, agents resolve calls quickly and effectively.

McKee says they can also respond quickly to widespread service outages without overloading the contact centre. ***"With Amazon Connect, we can update the interactive voice response (IVR) very quickly. So instead of getting flooded by calls when our upstream provider has unplanned downtime, inbound callers hear a message letting them know it's not an issue with their environment, so they don't need to queue for an answer."***

LANtech's team found the new solution easy to learn, due to Digital Island's own unique user interface and dashboards, and were up and running quickly. Amazon Connect also makes it fast and easy to scale up agent numbers.

"Digital Island provided invaluable insight given their specialist expertise in contact centres. They helped us to gain perspective on where we were now and where we wanted to get to with Amazon Connect."

"...it won us a well-known 1,000 seat, New Zealand-wide customer. And I'm sure more will follow."

Hayden McKee, CEO, LANtech.

Agents handled 24% fewer calls with better routing, IVR self help, agile IVR updates, and digital improvements informed by AI. ¹

The next phase

Currently, LANtech only has voice calls directed to their contact centre. Phase Two will see the addition of an email queue, and the integration of Amazon Connect with their ticketing system to feed all service tickets into one dashboard. Amazon Connect will also be configured to divert calls to any of their New Zealand offices and to workers remotely.

These, and other phase two initiatives, will support McKee's drive to improve business efficiency, take a proactive approach to customer service, and improve workforce management.

A bright future for flawless customer support

Implementing the new contact centre is just one example of how the business continues to invest broadly in people, automation, tools, platforms and new products and services.

Amazon Connect has not only landed perfectly, but with ongoing enhancements and reliable monitoring and management, LANtech won't likely outgrow it any time soon.

"Digital Island have delivered a leading-edge system that will evolve with us and deliver a fantastic experience for our customers."

Hayden McKee, CEO, LANtech.

1. The Total Economic Impact™ Of Amazon Connect, Forrester, June 2020



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PROFESSIONAL
SERVICES



TECHNOLOGY
ADOPTION



INTEGRATIONS



MANAGED
SERVICES



Hayden McKee, Chief Executive Officer LANtech

Having worked at Lantech since 2018 and being in the IT industry for over 25 years, Hayden was appointed as CEO of Lantech in March 2021. He is tasked with scaling the business and delivering superior client experience outcomes.

Why Digital Island?

Digital Island is one of the leading Cloud Communications and Contact Centre experts in NZ. We help clients successfully navigate their digital transformation journey with the perfect blend of best in breed technology and a superior service experience.

Digital Island*

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stay professional and
stay ahead of your competitors

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