



Telikom Ltd Partners with Gapcloud and Bright Pattern to Move Contact Center Operations to the Cloud with Microsoft Teams Integration

Background

Telikom Ltd is an innovation leader with a telecommunications system that is among the most modern in the South Pacific region. Telikom offers both retail and wholesale voice and data broadband services. With its proud history of service spanning six decades, Telikom is in the business of providing advanced innovative communication solutions in Papua New Guinea and to clients in the region. Bmobile, the mobile business arm of Telikom Limited, provides mobile services with competitive call and data rates and coverage nationwide in urban and most rural centres.

Challenges

The current Microsoft Skype for Business UC platform that hosts the contact center is a complicated solution stack requiring substantial in-house IT expertise and resources to maintain and update. Telikom wanted a modern cloud platform in order to reduce their dependency on on-premise hardware, improve reliability and provide the agility to add omnichannel customer interactions. Telikom decided to migrate from an on-premise Geomant contact center to the Bright Pattern contact center as a service (CCaaS)

Objectives



Take a cloud-first approach



Enhance customer satisfaction



Easy-to-use user interface



Integration with Microsoft Teams



Work with a trusted partner - GapCloud and Bright Pattern



Because Bright Pattern is totally independent with no reliance on any of our current platforms, including Microsoft UC, the transition plan from our current contact center system was completely de-risked and allowed us to cut over without any disruption to services



Solution

Telikom has worked with Gapcloud as a trusted partner since 2014. They understand the Telikom business and the unique challenges of delivering customer services within Papua New Guinea. Gapcloud recommended Bright Pattern as the platform most suitable to meet all our functional and non-functional requirements. At an early stage of the project, Gapcloud provided us with a Bright Pattern tenancy where we were able to fully immerse ourselves in all aspects of the platform to give us the confidence that the transition would be simple.



Within weeks of going live, we brought another one of business divisions onto Bright Pattern because it was just so easy to scale up



Results

Because Bright Pattern is totally independent with no reliance on any of the current Telikom platforms, the transition plan from the current contact center system was completely de-risked and allowed the cut over to happen without any disruption to customer services. Telikom's trusted partnership with the Gapcloud professional services team greatly assisted the smooth transition and the depth of information in the Bright Pattern online Knowledge Base allowed Telikom to create their own user manuals for all roles of the system which also made life easier for the users.

Telikom is an innovation leader with a strong focus on customer service. It provides a diversity of services to voice, data, and mobile customers as well as internal services for the field service engineers. An innovative use of the platform was to create a unique self-service option so field techs can perform line testing and voice testing without the requirement of a human agent. Telikom will continue to build out more self-service channels across web and messaging platforms to leverage all the omni-channel tools that the Bright Pattern platform provides. Telikom staff are used to a particular style of wallboard and with the Gapcloud Insights wallboard service for Bright Pattern, they have kept that familiarity of view over their real time KPIs.

Bright Pattern's unique scenario builder has allowed Telikom to create a more personal customer journey and since moving to Bright Pattern they have seen their call handling efficiency increase substantially. They are handling more calls because the services have become highly available. Given the positive results, shortly after coming on to Bright Pattern, Telikom moved their entire mobile customer service teams onto the platform as well, so that their customers could also benefit from the improved customer service delivery.



Increase in call handling efficiency



More personalized customer journeys



Cloud-based omnichannel platform



Improved customer service delivery



Quick deployment and ROI payback



Reduction in agent training time



Telikom's transition away from Skype for Business created an opportunity to completely review the technology used to deliver customer services, break the dependency on complex on-premise systems and to set them up for the future. Our partnership with Bright Pattern has allowed us to provide them a platform that meets all of those objectives.

