

Wyse Thin Clients Cut Call Center Workstation Operation and Support Costs by 75%



Thin Client Environment is Key to Application Hosting

InfoCision call center agents handle several hundred thousand calls per day on behalf of the company's clients who expect the highest quality interaction with their customers. An agent's workstation is essential to this core mission, and InfoCision recently rolled out approximately 1,500 Wyse S30 thin clients, the smallest computer on the market based on Windows Embedded CE 5.0, to reduce support costs and enable agents to handle calls effectively and efficiently. The operating system supports Microsoft Remote Desktop Services, which allows InfoCision to run hosted applications from a central server. This solution has reduced operating and technical support costs by nearly 75 percent.

Situation

InfoCision's investment in technology translates to a higher return on investment for its clients. From databases and call management software to workstations and headsets, its call centers are equipped to meet any and every one of its customers' needs. But with 12 physical locations housing 33 "virtual" call centers and more than 2,000 individual seats, InfoCision faces significant IT management and support challenges.

"We had an average of four to six technical support people dedicated to the call centers to handle issues like memory and processor upgrades and the replacement of failed moving parts like hard disk drives," says Michael White, CTO, InfoCision. "Since many of our clients require that our agents use their customer relationship management (CRM) applications, distributing software was also highly cumbersome and time consuming."

The company began looking at the concept of hosting applications on centralized servers and distributing system images to thin clients. While InfoCision compared devices from HP, Neoware, VIC, and Wyse, it was already committed to using a Microsoft Windows operating system.

"We were set on Windows because all of our support and development professionals are trained in Microsoft tools and technology, and we have a substantial investment in Microsoft products, such as SQL Server, across our enterprise," says White.

InfoCision required a Windows operating system that would provide:

- an economical solution for small-footprint devices;
- support for connectivity to backend systems; and,
- state-of-the-art development tools for building applications and graphical interfaces.

Company: InfoCision Management Corporation

Web Site: www.infocision.com

Country or Region: United States

Industry: Call Centers

Partner: Wyse

Partner Web Site: www.wyse.com

Company Profile

InfoCision is a leading provider of contact center solutions for Fortune 100 companies and smaller businesses as well as inbound and outbound marketing for nonprofit, religious and political organizations.

Software and Services

- Windows Embedded CE 5.0
- Microsoft .Net

Hardware

- Wyse S30 Thin Client
- AMD Geode GX 366MHz Embedded P
- 64MB Flash/128MB RAM

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www.microsoft.com/casestudies

www.microsoft.com/embedded

Solution

InfoCision ultimately chose Wyse S30 thin clients based on Microsoft Windows Embedded CE 5.0, a componentized operating system for a wide range of small footprint devices. The fanless, diskless thin clients come bundled with Wyse Device Manager for Windows, which offers powerful device policy and configuration management, real-time asset management and health monitoring, and remote imaging.

Windows Embedded CE supports Microsoft Remote Desktop Services and Remote Desktop Protocol (RDP), which provides remote display and input capabilities over network connections for Microsoft Windows-based applications running on a server. The OS also supports Microsoft .NET framework, a comprehensive and consistent programming model for building applications that have visually stunning user experiences, seamless and secure communication, and the ability to model a range of business processes.

Benefits

The compact Wyse S30, based on Windows Embedded CE, provided InfoCision with an economical initial purchase cost, as well as ongoing savings thanks to lower operating and support costs. Instead of sending a team of up to six technicians to remote call center sites to perform upgrades, the company now manages all of the workstations remotely with a single support person. Help-desk calls have been cut in half, from an average of about 400 per month to just 180. By hosting applications on a central server, new software is distributed easily and quickly.

"We did an ROI analysis that includes costs relating to electricity, software, hardware, and application deployment, management, and support," states White. "The solution has already reduced operating and technical support costs by nearly 75 percent."

InfoCision's in-house application development team takes full advantage of the powerful, yet easy to use Visual Basic .NET object-oriented programming language and ASP.NET web application framework. The company's customized

suite of call center solutions is entirely based on a .NET foundation.

"Speed to implementation is very important for our customers, so we need rapid application development," says White. "VB.NET is incredibly flexible, enabling even our most junior programmers to become productive quickly. We've also built several important tools around .NET, including Inscripture, our proprietary call management software, which replaces paper scripts with a GUI that has logical branches and lets agents explode a product view to see parts. This software lets them handle multiple campaigns more effectively."

In sum, the Wyse S30 thin client running Windows Embedded CE delivers with the following benefits to InfoCision:

- 75 percent reduction in costs, including operations and support
- 99.76 percent average availability
- Complete visual toolset for rapid application development

Keyword: Thin Client Devices, Thin Clients

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**Michael White, Chief Technical Officer,
InfoCision Management Corporation**