



## The Confederation of Danish Enterprise

Danish Erhverv's (The Confederation of Danish Enterprise) new Skype-integrated contact center solution brings all functions together in one app, and allows employees to be anywhere, anytime. A flexibility that enhances the dynamics and effectiveness in communicating with members.

### Increased accessibility, more features and better stats

The replacement of the traditional call center with Unexus Connect (NCore Connect) flexible contact center application for Skype for Business gave the opportunity for a much better integration between the central systems: CRM, telephony, email and chat and apps, including the entire Office suite. The employees now have access to all functions via one app and all essential data are automatically recorded.

### Always on/available- via any platform or device

Employees are excited about the increased freedom and flexibility in communication. They are not like before tied to their desk, but can maintain the dialogue and carry out their tasks independently of time and place. Getting used to Unexus Connect happened quickly and smoothly, so that it has been possible to add new features of the solution - for example, online chat is now being considered for the next phase.



Suzanne Roager  
IT manager Danish Erhverv

*"We have worked with Kemp&Lauritzen for many years. They understand our business and are proactive in relation to contributing with solutions that can develop Danish Erhverv's core functions."*

### Significant cost reduction

The introduction of the new solution brought a significant reduction in the "cost of telephony" for Danish Erhverv. The administrative advantages of outsourcing are significant savings concerning use and operation. At the same time the variable costs are now replaced with fixed subscriptions, so you always know the costs and have an overview of future costs.

### Unexus Connect: all the facilities, none of the hassle

Unexus Connect (NCore Connect) is our solution for organizations that want access to all the options offered by Unexus Communications Server, but prefer to have an external expert manage the solution. Communication as a Service (CaaS) provides full functionality, but the software runs in our high-security data center, ensuring optimal flexibility and the latest software at all times.

CaaS is a carefree solution for organizations that prefer to concentrate on their core business.

### Advantages for Dansk Erhverv

- One application for telephony, email, chat and office functions
- Advanced queue and router features
- Detailed reporting
- Increased efficiency and improved co-operation
- Integrated with CRM system
- Auto setup of new employees



### About Unexus

Kemp & Lauritzen is Unexus' strategic partner in Denmark for Unexus Connect.

Unexus Contact Solutions delivers complete communication solutions. We help organizations to improve their accessibility and to offer optimal services their clients. This makes it possible to work customised and resultdriven.

Unexus Connect is in many countries known under a local name. For example, in Denmark as "Ncore-Connect".