



Copyright © KONE Corporation

KONE

Delivering a richer customer experience with Orange contact center solutions

“ Providing an outstanding customer experience to our customers is one of our strategic cornerstones. Orange Business Services has been instrumental in helping KONE with our digital transformation, upgrading our contact center solutions to the next generation with plans to add multimedia and SIP services in the future. ”

Antti Koskelin
CIO
KONE

Highlights

- KONE, one of the global leaders in the elevator and escalator industry, wanted to upgrade its contact center application, which enables the management of critical elevator incidents, and to track operation information, service records and technical data with a specific focus on integrating multimedia services and enhancing their customers' experience
- We delivered two solutions for 25 sites in 22 countries: Orange Managed Contact Center based on Avaya EMC technology for larger sites with email, voice and alarms incorporated into KONE's remote monitoring platform and, for smaller sites, an Orange cloud-based Flexible Contact Center integrated into KONE's Salesforce CRM
- KONE now has a more efficient customer support organization with faster turn-around times for product information, quotes, invoices and requests – leading to increased customer satisfaction



Business
Services



Issues and challenges

KONE is a global leader in the elevator and escalator industry with just over 47,000 employees. Its objective is to offer the best People Flow™ experience by developing and delivering solutions that enable people to move smoothly, safely, comfortably and without waiting.

KONE maintains over 1M elevators and escalators in close to 60 countries. In KONE customer care centers, a contact center application is used to manage critical elevator incidents and track operation information, service records and technical data. A need to upgrade these capabilities was identified, specifically to integrate multimedia channels and enhance the customer experience.

The objective

Improve customer service support for critical elevator incidents.

The benefits

The Orange solutions are enabling KONE to further enhance service to its installed customer base and support new business development programs.

Faster response

- Shorter turn-around times
- Focus on production information, quotes and invoices

Enhanced service

- Enabler for multi-channel service tailored by customer need worldwide
- More efficient sales engagement

Easier management

- Simplified operations
- Better support at global and local levels

The Orange Business Services solution

- Two solutions for 25 sites in 22 countries
- Multi-channel Managed Contact Center service based on Avaya EMC technology, enabling email, voice and alarms for large sites in Europe, the Middle East and North America, with integration into KONE's remote monitoring platform
- Cloud-based Flexible Contact Center solution for small sites with integration into KONE's Salesforce CRM
- Consultancy services and customized service management
- Program and partner management – Avaya

The results

- Increased customer satisfaction
- Single interface for agents across all communication channels
- Greater customer retention
- Global, scalable solutions

“ With a tailored approach from Orange, we are able to offer the exact customer interaction expected by our customers, wherever they are and via whatever communication channel they favor. ”

For more information about Orange Business Services, visit www.orange-business.com

For more information about KONE, visit www.kone.com



**Business
Services**

Copyright © Orange Business Services 2016. All rights reserved. Orange Business Services is a trading name of the Orange Group and is a trademark of Orange Brand Services Limited. Product information, including specifications, is subject to change without prior notice.

0216/CCS-KON-061(2)