

# Monuta transforms customer service and uses Cisco Capital to balance IT investment with financial impact



**Customer:** Monuta      **Industry:** Financial Services (funeral provider)



## Challenge:

- Provide a better experience for customers
- Accelerate return on investment

## Solution:

- Cisco Unified Communications
- Cisco Capital easylease Finance Solution

## Results:

- Reduced delays in communication
- Increased agility and responsiveness
- Faster payback, within two years
- Improved cash flow management and reduced risk



Monuta understands the importance of personalising customer service. Cisco Unified Communication has transformed collaboration across the company by enabling agents to see the real-time availability of branch office and mobile employees. Procuring the solution through Cisco Capital also meant that Monuta was able to obtain even greater business value from its investment.

### Challenge

Based in the Netherlands, **Monuta** provides a range of funeral and financial services. These include affordable insurance and payment plans, transportation services, personalised funeral arrangements, and counselling and support services.

The sensitive nature of Monuta's work places unique demands on communication between its head office and customer service centre in Apeldoorn and 130 branch offices. Moreover, these requirements had started to expose the limitations of an ageing telephony system.

"Each local branch had its own PBX system. As well as being very expensive to run, the old system could at times be quite intrusive. Although we want our contact centre agents to be highly efficient, it is also important that they do not phone at an inappropriate time. For example, when the funeral attendant is talking intimately with the family in the office or at their home," says René Collé, Director Finance and ICT, Monuta.

The inability to see who was available to take a call or respond to a request from the contact centre effectively slowed business processes. With agents often having to leave messages, this created communication delays and negatively impacted customer service.

As well finding a way to improve visibility of people's real-time status, Monuta was also looking for a complete solution that would deliver added value in other areas. Key considerations included achieving a fast return on investment, while minimising risk and impact on cash flow.

### Solution

After talking to several providers the company chose a Cisco-based proposal for presence-enabled customer care. The solution included a financing package utilising the interest free offer as part of the Cisco Capital **easy**lease programme. This enabled Monuta to make 36 monthly payments at zero per cent interest to cover its investment in a new Cisco local area network and suite of Cisco® Unified Communications applications.

"We already liked the Cisco solution and, by introducing Cisco Capital, we were able to also strengthen the business case and acquire more technology for our money," says Collé, Finance and ICT Director.

The solution will deliver Cisco IP Telephony to 350 users, while also optimising the company's contact centre through the integration of Cisco Unified Contact Center Express with advanced collaborative tools, such as Cisco Unified Presence, Cisco Unity Unified Messaging and Cisco Unified Personal Communicator.

Monuta also decided to take out SMARTnet, Cisco's award-winning technical support and rapid fault resolution service. At the end of contract term, the company can transfer ownership of the assets or consider carrying out another technology refresh.

**"Financing with Cisco Capital allowed us to spread the costs of the project and speed return on investment. When you factor in IT efficiencies, call savings and productivity gains we expect the Cisco solution to pay for itself within two years."**

**René Collé**

Director, Finance and ICT, Monuta

### Results

Monuta has transformed communications and provided a more efficient and personal service to its customers, while also taking care not to compromise its wider business objectives and commercial goals.

Cisco Capital **easy**lease replaced the burden of a large upfront capital outlay with a 36-month repayment plan that can be paid for as an operating expense. This provides the company with the added advantage of cost predictability, while also helping to conserve capital, protect existing credit lines and improve cash flow management. Also, because Cisco Capital underwrites the transaction end-to-end, common project concerns, such as late payment and delays to delivery of equipment, are also greatly reduced. "Financing with Cisco Capital allowed us to spread the costs of the project and speed return on investment," says Collé. "When you factor in IT efficiencies, call savings and productivity gains we expect the Cisco solution to pay for itself within two years."

Monuta has created a transparent environment where, using presence awareness, employees can view the availability of their colleagues based on their desktop, mobile, telephony and calendar information. As well as reducing communications delays, this has also improved contact centre productivity and response times.

"Thanks to Cisco Unified Communications, now when a customer calls our agents can see immediately who is online, offline, available or busy. Having established the person's status they can then make contact in the most appropriate way, whether that is via phone, email, instant messaging, SMS text or fax," says Collé.

For more information on how Cisco Capital financing could benefit your business, [click here](#).