Leading electronic vehicle manufacturer upgrades to Versity 95

spectralink

The Problem

A leading global electronic car manufacturer who had Spectralink's 84 Series Feature Phones deployed in over 500 showrooms in 2019 decided they needed to go from a voice-only solution to a leading voice solution that *also* had application integration and scanning capabilities.

Why Spectralink Was Chosen

- 84 Series was originally chosen in 2019 because of our expertise around CMS. After a long but successful proof of concept, 8440 was deployed to much success in both North America and EMEA showrooms

- Customer realized they needed more out of their solution; could we deliver a solution with voice as good as the 84 Series but with more functionality and workflow application integration for their showroom workers

- Zero-touch provisioning and white-glove Services approach for improved and accelerated ROI

- A successful proof of value process was conducted for both Versity 92 and 95, and Versity 9553 was ultimately chosen due to its screen size

The Benefits

- Versity 9553 improves their "parts workflow process" with built-in optical barcode scanners and saved considerable time in their "put away process"

- By saving time on these workflows in the Service Centers, more time was able to be spent directly servicing customers, improving the overall customer experience

- Accelerated deployments with zero-touch provisioning meant the phones were in use much quicker for faster ROI

- IT staff was trained with device expertise to reduce risk and service time, and overall solution dollars were used effectively

Industry

Manufacturing/Retail

Solution

- Upgrade from 84 Series to 815 Versity 9553s

- 3 Year AMIE Advanced on all devices

- 3 Year Maintenance-SpectraCare

- Versity Project Management Tool Consulting