

AUDITORÍA SUPERIOR DE LA CIUDAD DE MÉXICO+SHORETEL

Auditoría Superior de la Ciudad de México Relies on ShoreTel for Improved Communications Efficiency



Auditoría Superior de la Ciudad de México looks for increased efficiency

When one thinks of the service provided by government offices, the average opinions are not positive. That is why Auditoría Superior de la Ciudad de México has implemented several actions to improve not only the perception but overall customer service using efficient and trustworthy communications.

“The coordination of 300 lines of communication is a challenge for any type of office. In this case, we had an obsolete system that caused more problems than it had solved. That is why we moved to unified communications,” explained Octavio Alberto Domínguez Romero, Computer

Services Director at Auditoría Superior de la Ciudad de México.

It is not only businesses that need an efficient communications system. Government branches also need systems and providers committed to quality and product support. ShoreTel understands the need for seamless communications whether in the office, at a remote site or working from home. The unified communications solution used by Auditoría Superior de la Ciudad de México includes the option of using ShoreTel Mobility to make sure employees are always connected.

The solution implemented by ShoreTel was installed through a bidding process where three partners took part; all three offered ShoreTel's solution. “The installation process was made in steps, and because of the process of safeguarding

Challenges:

Finding a platform that allowed employees to be more efficient in their communications while at the same time being friendly enough to avoid rejection from the users.

ShoreTel Solution:

A ShoreTel platform that includes 300 telephones – ShoreTel 655 and ShoreTel 230 – at a central office building and one other location, and the implementation of ShoreTel Mobility.

ShoreTel Benefits:

- Usability
- A user friendly system
- Simplified functions
- Greater simplicity in their processes

of activities, telephones had to be exchanged in the presence of users. When the new equipment arrived, users noticed the usability of functions and immediately accepted the change,” said Romero. The installation included 300 ShoreTel IP telephones connected in a central office and a remote location, and ShoreTel Mobility for mobile devices.

Romero said concrete benefits include “an immediate usability and response time improvement.” He adds, “ShoreTel has also increased productivity and improved processes because of the Mobility application, something that helps us to keep in constant communication even if employees are away from the office.”

“WHEN USERS ASKED FOR AN EXTENSION NUMBER, A MANUAL SEARCH CREATED A DELAY. THIS HAD A DIRECT IMPACT ON CUSTOMER SERVICE. THANKS TO A SYSTEM-INTEGRATED DIRECTORY, THE RESPONSE TIME HAS DECREASED DRAMATICALLY, AND AS A RESULT, PUBLIC ASSISTANCE HAS IMPROVED.”

Octavio Alberto Domínguez Romero
Computer Services Director
Auditoría Superior de la Ciudad de México

“THE USABILITY COMES WITH A GREATER USER ACCEPTANCE. AT THE BEGINNING, WE FACED A SMALL INTERNAL RESISTANCE RELATED TO THE KNOWLEDGE AND USE OF A NEW SYSTEM, BUT AFTER IMPLEMENTATION THE CHANGE AND EASE WERE EVIDENT. NOW THE USER HAS A VERY INTUITIVE WAY OF COMMUNICATING, AND IT IS THIS USABILITY THAT HAS ENABLED THEM TO BE MORE PRODUCTIVE.”

Octavio Alberto Domínguez Romero
Computer Services Director
Auditoría Superior de la Ciudad de México

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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