



What is it?

In today's multi channel environment retailers are under pressure to deliver a seamless cross channel experience. Unified communications is the key to delivering an enhanced customer experience and increased competitiveness through effective customer interaction management. It allows your enterprise and your customers to interact with each other via any device anytime anywhere. Vodat International's Unified Communication Solution comprises a set of proven IP telephony applications specifically aimed at Retailers to help deliver the seamless cross channel experience.

What will it do for me?

You will save money through the efficient use of IP telephony technology. Productivity will increase as a direct result of your people being able to communicate more effectively with each other wherever they are, be it via land line, mobile or data network. More specifically in today's multi channel retailing environment it makes it much easier for your people to interact with your customers however and whenever your customers decide to make contact with you. It gives you a powerful tool in the battle to retain customer loyalty by providing you the edge in customer service.

How does it work?

The Vodat International Unified Communication solution is based on a proven integrated contact management software suite which can either be securely hosted by Vodat International or installed on your own servers. The solution set makes use of today's resilient MPLS IP VPN data networks with IP handsets and seamless connectivity to mobiles and other networks. This robust proven solution is easily implemented for anything between 20 and 2000 handsets. Adapting to changing customer and market needs is made easy through the modular design which provides for the quick and cost effective deployment of additional features as when they are required. No need to worry about more hardware or third party systems from a proprietary vendor - the total cost of ownership is greatly reduced.

Why Vodat International

Vodat International is a trusted partner with both level 1 PCI-DSS and the wider ISO27001 security certification. We are committed to getting the best out of communication technology to derive products and service that deliver tangible value to UK Retailers – it's what we do. We have a pedigree of providing proactive comprehensive service to our clients – you can ask them.

