

break free of old world  
customer contact



Qantas Staff  
Credit Union  
call centre  
takes off

announcement



**Staff Credit Union**

break free



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Member service is our number one priority. IPscape demonstrated that they really know call centres and could help us improve the flexibility and productivity of our call centre to boost member service.



Scott King, CEO  
Qantas Staff Credit Union

Qantas Staff Credit Union (QSCU) has chosen IPscape, the Australian software as a service (SaaS) contact centre provider, to revitalise its Sydney-based call centre.

QSCU has in excess of \$1.5 billion in assets under management and provides financial services to over 80,000 members across Australia. The agreement includes both IPscape's pay-as-you-use contact centre and pay-if-you-use disaster recovery service.

### cost reduction & expertise

According to Scott King, CEO at QSCU, a clear demonstration of cost reduction and obvious in-depth call centre expertise made IPscape the only choice.

'Member service is our number one priority,' said King. 'IPscape demonstrated that they really know call centres and could help us improve the flexibility and productivity of our call centre to boost member service.'

The IPscape SaaS contact centre solution combines telco and software expense into a monthly usage-based operational cost without any upfront capex. Clever advanced functionality, such as voice recording, real-time reporting and user-configurable IVR, provide the credit union with new levels of flexibility and user-control.



The IPscape call centre will integrate with existing QSCU customer relationship management (CRM) systems to streamline member service.

### depth of features

'We were impressed by the depth of features IPscape provides,' said Fred Grebenshikoff, Manager, Business Services at QSCU. 'The simple interface and ease of use belies the very clever functionality behind the agents workspace. Live reports, quality assurance, call queue control and smart IVR that we can control according to our needs will make a world of difference to day-to-day call centre operations. Adding the IPscape disaster recovery service is a "no brainer" - we have a backup but only pay usage costs if a disaster occurs.'

### world of difference

According to IPscape CEO, Simon Burke, 'financial institutions have sophisticated call centre needs. Our opex model cost advantages would be a Clayton's benefit if we couldn't also deliver clever, adaptable functionality for QSCU's challenging banking and finance environment.'

### Learn more

To discover how IPscape's simple, clever and fast customer contact solutions can help you break free of old world call centre technology too, call IPscape on 1300 IPSCAPE (1300 477 227) or email us on [sales@ipscape.com.au](mailto:sales@ipscape.com.au).

break free

# IPscape clients discuss breaking free...

“In looking for a disaster recovery option, we were highly impressed with IPscape’s flexibility and operational expertise. Where we have needed to use IPscape, they have not let us down - they delivered on their promise.”

Dev Mudaliar  
Teleperformance

“Our existing contact centre platform was a mishmash of aging equipment. We decided on the potential replacement technologies that we were comfortable with and invited five companies, including the leading global brands, to tender. Four of the five respondents tried to wow us with technology and ‘cool’ factors. IPscape took us to a real call centre with real operators and left us to have a chat. I thought that was a gutsy move.

But after our implementation I can see why they were so confident.”

Charles Young, CIO  
Nutrimetics

“We chose IPscape from a tender shortlist because we trusted their value, people and support model. Our business relies on technology that is stable, easy to use and has the flexibility to support multiple client campaigns. We like having one partner who provides telco and software with a feature set that we can migrate to as needed.

We are delighted with IPscape who have delivered on time and on budget. I recommend IPscape without hesitation.”

Doug Thomas, Managing Director  
Thomas Direct

## About IPscape

Built from the ground up in Australia, IPscape’s award-winning call centre and customer contact solutions benefit from over 50 years first-hand call centre experience and the latest voice and data technologies. Our business model is centred on delivering real-world benefits to clients every time.

As you see, we don’t approach things in a traditional, behemoth way - our approach is simple, clever and fast so you can concentrate on customer service delivery not the infrastructure.

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