الطموح لتقنية المعلومات ش.م.م
Al Tomouh IT LLC

Suhail
Bahwan
Group
مجموعة سهيل بهوان
عزم... إنزاء...
Enriching... Enterprising...

Service Management Solution and Contact Centre for Municipality

To implement a service management solution that records customer queries, complaints, requests, compliments and suggestions into the application at the contact centre

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Overview:

The customer is a Municipality (Government Entity) of a well-known capital city of a Middle-East country. It takes care of all related functions of the city. It has a wide range of functions related to development and maintenance of the city. A part of its work it needs to take care of the entire city's primary requirements and also development and beautification functions.

Challenge:

As the municipality deals with many issues related to the city and the people living there, there will be lot of complaints, queries, suggestions that arise daily. It is the responsibility of the municipality to address all such issues and ensure citizen satisfaction. Hence, it needs an effective, capable contact centre solution which can ensure good service for the requests received from the citizens.

Methodology & Approach:

AL TOMOUH implemented its enterprise Service Management suite "eService" to meet the requirements of the municipality. AL TOMOUH's Service Manager (eService) integrated with the ININ contact centre is provided to the client. AL TOMOUH's Service Manager (eService) is a web based enterprise ITIL compliant Service Management System powered by the AL TOMOUH eOffice Platform. It is a comprehensive software solution through which various requests and complaints can be recorded, followed up, processed and communicated.

AL TOMOUH's Service Manager is focused to help various service departments within an organization or government ministry to achieve extra-ordinary levels of service and monitor the Service Levels to ensure that good and timely service is provided to the end customers. As the solution is powered by the eOffice Platform, it is available in open source technologies, which are easy to implement and commission within an enterprise or department of a government ministry or agency.

The modular architecture allows it to be implemented in one division of an organization and expand it to rest of the organization. AL TOMOUH provides flexibility to our customers in implementing the solution in a bottom up approach (Section-Division-Department- Organization) and to ensure the buy-in from the users and institutionalizing across department and the organization as a whole.

Outcomes & Conclusion:

Maintaining the record of all the complaints, queries, suggestions etc. that arrive on a daily basis to the call centre.
Ensuring proper service is provided to the citizens. Ensuring the quality in client servicing.
Two-stage recording for calls to ensure no deviations and proper storage of the call data.

About AL TOMOUH

AL TOMOUH an IT Services Company providing software solution platforms specializing in a broad range of services such as Consulting, Application Software Development & Maintenance, Managed Operations IT Services, SMS, Cloud services etc., and solution offerings which include Office Automation, eVISA, Service Management, eServices, Document Management, Archive, Record Management, Mobile Apps, SMS gateway, CRM and HRMS etc.

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