

Case Study

Collaboration Solution

CLIENT Aluminium Products Co. Ltd (ALUPCO) - Dammam

ALUPCO is the Largest Extrusion Company in the Middle East and North Africa Region with head office located in Dammam and having branches in Riyadh, Jeddah, Dubai and Egypt.

ALUPCO having around 400 employees populated in five different sites. As the effective communication between the internal and external stakeholder is becomes the key success factor of the business, management selected GBS to implement advance collaboration solution for ALUPCO

Business Challenges	GBS Solutions	Project Outcome
<ol style="list-style-type: none"> Total cost of the traditional telephony system is no more acceptable to the business. Poor performance including call drops, voice quality result loss of business opportunities; faster decision-making was imperative Provide customers and employees rich collaboration experience to improve productivity. Limit business travel and related expenses and efforts 	<ol style="list-style-type: none"> Deployed business class Collaboration solution with centralized management using Cisco Collaboration solution. Employees are provided with new generation IP telephony hand sets Integrated all site office communication infrastructure with the head office. 	<ol style="list-style-type: none"> Achieved 30-40% cost savings on communication OPEX Better employee's productivity and customer satisfaction. Easy system management with centralized system administration Only one data network to maintain. 25% Cost savings on system maintenance