

Case Study

Collaboration Solution

CLIENT United Electronics Co (EXTRA) - Dammam

United Electronics Co (EXTRA) offers all the leading international brands and stocks an extensive product range including electronics, home appliance and personal care products. Today, with +12 million shoppers, EXTRA is the destination and the most popular electronics store through 40 stores across Kingdom, 1 store in Bahrain, and 2 stores in Oman with around 2500 employees.

Business Challenges	GBS Solutions	Project Outcome
<ol style="list-style-type: none"> 1. Replace the existing legacy Telecom system with a robust, effective and scalable Unified Communications Infrastructure 2. Need a scalable solution to support business growth needs and improve communication between branches 3. Reduce the telecom cost to the company 4. Integrated voice mail system 5. Improve customers and employees experience 6. Improve productivity 	<ol style="list-style-type: none"> 1. Deployed IP-based fully integrated Unified Communications Solution using Cisco technologies. 2. Employees are provided with new generation IP phones and soft phone clients 3. Sites are upgraded and integrated with head office. 	<ol style="list-style-type: none"> 1. Enables the business to effectively collaborate with customers, partners and vendors. 2. Increased their productivity by providing the employees with a highly available, feature rich collaboration platform 3. Video-capable phones that allow easy video calling between compatible handsets. 4. Presence and messaging system 5. Big cost savings on maintaining a single network