

CUSTOMER: ORACOM GMBH

## Oracom increases service level with Amazon Connect

Oracom GmbH in Berlin offers communication with tenants as a service for property management companies. With 30 agents in its call center, the company serves over 300,000 tenants. The accessibility for tenants must be ensured around the clock. The concerns range from less time-critical commercial questions to enquiries from prospective tenants, from defect reports to emergencies. There are between 30,000 and 50,000 contacts per month - too many for the previously used on-premise telephone system. The addition of further functions, additional automation or further fundamental development, was impossible.

### Migration of the Contact Center to Amazon Connect

For more flexibility, the contact center needed to be migrated to Amazon Connect. At the end of 2018, a proof-of-concept was successfully carried out, accompanied by tecRacer. The aim was to reduce the number of calls for agents through a self-service using Amazon Connect and other AWS services. If, for example, the damage had already been reported for a property in the case of a failed heating system, other calling tenants were immediately informed about when the expected solution could be expected. The successful implementation of this automation scenario convinced Oracom Managing Director Andreas Tutsche so that in 2019 a gradual start was made on migrating the existing contact center solution to Amazon Connect.



### Oracom employees implement most of the Amazon Connect setup themselves

In the project, tecRacer enabled Oracom employees to implement a large part of the Amazon Connect setup themselves. With its experience and profound knowledge of Amazon Connect and AWS, tecRacer primarily provides selective support. As an Amazon Connect service delivery provider, tecRacer supports customers with a dedicated Amazon Connect team consisting of consultants, developers and solution architects. "We are also a managed service customer of tecRacer and appreciate the fact that the tecRacer team is always available with advice and action competently and responsively and monitors the operation of the Amazon Connect environment," states Andreas Tutsche, Managing Director of Oracom GmbH.

### More service, more productivity, more application possibilities

During the introduction, Amazon Connect was directly connected to the CRM solution already in use. tecRacer moved the existing on-premise servers to the AWS Cloud. Introducing new functions, such as a callback when the contact center is bustling, increased accessibility and productivity. Service levels improved by as much as 15 percent. Employees can now work from any location. This higher flexibility increases the attractiveness of an employer and allows a faster response in case of power or IT failures. The introduction of a satisfaction survey following interviews is about to be implemented. In the future, using other AI services from AWS is planned: Amazon Lex - a self-service VoiceBot, as soon as German language support is ready; Amazon Transcribe and Amazon Comprehend. The goals here are higher transparency, more information about the calls made for the property managers and improving the customer experience.

### Contact person at the customer:

Andreas Tutsche, Managing Director Oracom GmbH, Berlin

*"Together with tecRacer, we have gained a real competitive advantage by using Amazon Connect and the power of the entire AWS ecosystem. Due to the strong increase in productivity, we hope to service ten times the number of contacts in five years - with the same number of employees."*



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**Project goals**

- New telephone system
- Greater flexibility and dynamism
- Location-independent working
- Increased productivity
- Enhanced customer experience

**Project performance tecRacer**

- Migration of the Contact Center to Amazon Connect
- Amazon Connect training
- Development services for data dips and reporting
- Support for the introduction of callback during heavy workloads
- Migration of existing servers to the AWS Cloud

**About tecRacer**

tecRacer, headquartered in Hanover and with locations in Duisburg, Frankfurt, Hamburg, Mannheim, Munich, Vienna, Lucerne, Geneva and Lisbon, offers Amazon Web Services Consulting (AWS) & Training Services from a single source - seamlessly integrated, across the entire cloud lifecycle - from strategy to implementation to operation.

The strategy also remains the clear focus on Amazon Web Services. Here, according to an independent study by Crisp Research, tecRacer is probably the most competent and important partner in Germany. And the focus on AWS proves tecRacer right: As part of the AWS Partner Summit 2021, tecRacer received the „AWS Consulting Partner of the Year“ award. The owner-managed company, which was awarded as a Top Employer for medium-sized companies, now employs more than 150 permanent staff, has trained more than 12,000 participants in AWS and has already successfully implemented more than 250 AWS Consulting projects.

For more information, visit [www.tecracer.com](http://www.tecracer.com). Or contact us at [aws-sales@tecracer.com](mailto:aws-sales@tecracer.com).

