

- BEC is a Danish IT infrastructure provider servicing and operating IT systems for 40+ members in the financial industry in Denmark.
- The company has approx. 520 employees at its headquarters in Roskilde and a larger branch in Herning.
- The collaboration between BEC and Zylinc was initiated in 2012 with pilot projects. The cooperation has been formalized, and by 2015 the Zylinc solutions were operational at the majority of the BEC member banks.

## The collaboration with Zylinc

- BEC has selected Zylinc as supplier of UC business solutions for their 40+ member banks.
- They are offered several Zylinc solutions, including Operator, Attendant Console, Contact Center, and Mobile solutions.
- Zylinc's solutions are delivered to the BEC member banks through Zylinc's Partner TDC Scale platform.
- For their own use, BEC has selected Zylinc's solutions to support their Mobile strategy.
- TDC/Zylinc has security clearance to deliver IT and telephony solutions in the BEC environment, including externally hosted solutions.

## Benefits for the BEC Member Banks

- Sleek business applications that meet the requirements of communication solutions for modern banks.
- *Colleague Overview* in Zylinc Operator saves time:
  - 5 secs on finding the right number
  - 5 secs on correct handling
  - 15 secs on having to deal with unanswered calls
- A-number lookup improves the customer's experience and lets agents provide optimal service, faster.
- Improved customer as well as employee satisfaction increases the bank's total efficiency.
- Employees feel supported and empowered when they have the proper tools available.
- Arbejdernes Landsbank, a Danish bank, tested the Zylinc solution in one of their branch offices for two years. It was such a successful experience that they are now implementing the solution throughout all their branches.