bankdata

- Bankdata is a full-service IT company based in Fredericia, Denmark.

- Bankdata provides IT solutions to 11 Danish financial institutions with a total of over 10.000 employees.

- Bankdata is one of the largest software development firms in the Danish financial sector with approx. 700 employees and software development in Denmark and India.

- Bankdata has been a Zylinc customer from the very beginning, that is since 2005.

Zylinc's Solution

- Several of the Zylinc products have been developed in close cooperation with Bankdata.

- Bankdata wanted a UC portfolio that met the majority of the identified business requirements. Most of the existing solutions on the market are targeted the American and overseas market.

- Bankdata wanted a UC portfolio that both supports and enhances the Nordic customer service disciplines. In response to these requirements, a cooperation between Bankdata and Zylinc was established back in 2005 and is still very active.

Benefits – Enterprise

- With Zylinc Contact Center and Zylinc Service Center, Bankdata manages to service both their own customers and the clients of their customers.

- The Zylinc UC portfolio is integrated to Bankdata's own portfolio through Zylinc 3rd party integration. The direct integration gives Bankdata a highly optimized workflow that reduces customer waiting time and time spent on each contact.

- Zylinc Operator is used as an internal knowledge sharing tool, making sure that the right person, at the right time, is always available.

Benefits – User

- Intuitive user interface and an easily configurable cockpit.

- Seamless integration between Bankdata's own IT systems and Zylinc's UC portfolio. All necessary customer information in one view.

- Customers are segmented before an agent gets the dialogue, so it is easy to manage several different customer brands at the same time.

- Easy to find the right available colleague and transfer the dialogue to him or her.

- The Zylinc UC portfolio fulfills the high Danish Finance IT security requirements.