

## Installation Spotlight

# Sysco Eastern Maryland



**Sysco has sales and service relationships with approximately 400,000 customers and remains committed to helping them succeed in the food service industry and satisfy consumers' appetites. Sysco Eastern Maryland was experiencing increasing volume to their main number, and sought to implement a solution to help automate call traffic. They evaluated multiple speech-enabled call handling systems to best determine the most appropriate solution for their needs, and two speech solutions were implemented for a 2-week testing period.**

## The Solution

Sysco Eastern Maryland chose Parlance's automated operator services solution as a result of user feedback, specifically regarding ease of use. The Parlance solution also demonstrated higher usage rates and better overall system performance during the test period. A key component of the testing criteria was vendor service level. Sysco Eastern Maryland was impressed with the comprehensiveness and intricacy of Parlance's managed service offering. Parlance continues to work closely with Sysco Eastern Maryland to determine and deliver on requests for additional functionality, performance measurements, and other requirements.

## The Result

Providing employees with one number access to any destination has increased productivity across the organization. The new solution has eliminated the need for employees to look up phone numbers in a directory, memorize numerous phone numbers, or connect via operators, and is available to all callers before, during, and after traditional business hours.

The service has streamlined telephony operations by producing a complete, current directory of all destinations and simplified the maintenance process by providing an on-line tool for adds, changes, and deletes. Parlance helps designated Sysco employees monitor solution performance via customized web reports. The reports provide data to assist in determining what, if any, measures should be taken to improve caller connection rates across the organization.

Sysco Eastern Maryland is one of dozens of Sysco facilities across the United States and Canada using Parlance to help improve service levels to employees and customers while reducing costs.