

Wouldn't you love to see a real ROI for an IT project?

AnyTransactions focuses its voice applications solutions on areas where its customers can achieve a measurable return on investment.

Field Force Automation Illustration

Field Force Automation

An enterprise with hundreds of "untethered" employees whose job requires regular interaction with real time information already available via a web system

- ✓ 300 field service employees
- ✓ Daily interaction with real time service automation system

Field Force Pain

- ✓ Service force technicians can't get time critical information into or out of web systems due to lack of web system access while on the go
- ✓ Alternatives to automate untethered work force often include large scale implementation of wireless data devices and expensive and slow wireless data network access

Solution Overview

With its VIA Technology, AnyTransactions creates a highly customized voice interface application (VIA) to automate:

- ✓ Data access and data entry to present service automation systems

- ✓ Real time status information (e.g. parts, customers, orders)
- ✓ Existing web-based service automation system business processes and data

Solution Architecture

- ✓ Employees call directly into the AnyTransactions voice applications hosting center
- ✓ The customer VIA speaks and listens to the employee, and completes the transaction
- ✓ The transfer of information to and from the employee is managed in real time through the VIA to the enterprise's back-end systems – ensuring that a completed transaction is accurately produced and fully captured just as if a user had interacted via the web

Solution Benefits

- ✓ Minimal start-up costs
- ✓ Measurable ROI due to increased productivity of field personnel
- ✓ Provides 7x24 self-service phone support to field personnel

- ✓ Reduces impact of untethered workers calling back office personnel for support tasks.
- ✓ 90 days from signed contract to application deployment

ROI Analysis

- ✓ Total Set-up Fees = \$60,000
- ✓ Calls made throughout the day
- ✓ 1 Voice port supports 25 field service personnel
- ✓ 2 ports initially; 8 ports by month 7; 12 ports by end of Y2
- ✓ Service personnel = \$70,000/yr in salary
- ✓ 2% productivity increase for service personnel
- ✓ Voice Port Fee = \$500/mo
- ✓ Application Maintenance Fee = \$1,500/mo

Measurable ROI

- ✓ Payback = 8 months
- ✓ IRR = 379%
- ✓ Y2 Cash Improvement of \$407,000
- ✓ Y3 Cash Improvement of \$456,000

Simply Speaking.
With Voice Interface Applications,
A "Voice «» Person «» Computer" Process
Becomes a "Voice «» Computer" Self-Service Experience

Using its integrated VIA ToolSet, AnyTransactions designs, installs and manages voice interface applications. Spoken words and any telephone become the interface to access existing web-based or database applications.

