



voxlog professional Success Story

OAFA - Air Ambulance

voxtronic
TECHNOLOGY



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Robert Gammer, Director of OAFA



The company

For the past 30 years, OAFA Air Ambulance has gained both a national and an international reputation as an all-round service provider in the field of travel insurance. What sets OAFA apart from its rivals is the fact that the be all and end all of its business is not just financial insurance. The company's own insurance service is just one piece in the jigsaw that has made the business such a success. Its main point of focus is service to the traveller. Ambulance aircraft fitted out with the very finest equipment are used to effect top quality transfers. Operations managers and doctors in all specialist disciplines look after their customers' well-being 24 hours a day, 7 days a week via the telephone network installed at the company's operations centre, whatever language they speak. From minor problems to life-threatening injuries, the air ambulance team is prepared for anything and provides efficient assistance that's not tied up in red tape.

The challenge

As you might imagine, OAFA receives a significant number of calls every day. A lot of them are made by people who find themselves in stressful situations, sometimes reliant on poor connections and in very difficult conditions. "Such communications", says Robert Gammer, the Director of OAFA, "need to be recorded and logged not only on a case-related basis but also chronologically. They must be immediately and simultaneously available to all operational stations." Having the right

Company:

OAFA

www.oafa.com

Industry:

Rescue Operations Centre

Region:

Worldwide

Results:

- Improved quality of service
- Faster processing of enquiries from customers
- Increased customer satisfaction
- Targeted staff training

information - and the question of whether it can be made immediately available - plays a vital role in the fate of people. When the time came to switch from the existing single workstation solutions to a more reliable and powerful technology, and after carefully weighing up its options, OAFÄ chose *voxlog professional* from VOXTRONIC.

The solution

Since that time the company has been able to record the communications of all of the companies within the Group on every single incoming and outgoing line. It has also been able to archive, filter and analyse every one of these communications. "The system quickly became absolutely essential." It goes without saying that customers too are benefiting from all of this. Thanks to the overall improvement in quality the company can now focus on making even more improvements, through staff training, for example. And the benefits are also being felt by the staff, who have been involved in the implementation process from the word go, and who have now come to appreciate the features of the system in improving their own day-to-day duties. "With just a few clicks of the mouse, for example, they can call up previous conversations with the customers who have been assigned to them. This quickly eliminates discrepancies", say Gammer, a reference to the features of the cast iron evidence provided by the documentation. But what about data protection? "Access to archived records is only possible on the basis of the so-called Four-Eyes Principle. What's more, staff always have the option to press a button to ensure that private conversations are not recorded. The web interface is tailored to meet our requirements whilst at the same time being clear and easy to use. The staff like it. We are very satisfied in every respect with *voxlog professional*, and it's actually exceeded our expectations in terms of performance and reliability. Personally I cannot imagine running a business without being able to rely on voice recordings from VOXTRONIC."

VOXTRONIC is a global leader in digital voice and data recordings and their analysis. It has also pioneered the development of security solutions for industry, commerce and local authorities.

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