



Charisma Medical Centre Chooses Syscom for IT Infrastructure



About Charisma Clinic

Charisma stands as a pre-eminent aesthetic clinic, its presence resonating through numerous branches strategically dispersed across the expanse of the United Arab Emirates. Operating ceaselessly, the clinic's services are unwaveringly available seven days a week.

This tireless commitment reflects its resolute dedication to providing unparalleled care and undivided attention to a discerning clientele that spans and defines the entire region.



Challenges Faced

Communication

The existing limitations within their telephony system have impeded their ability to effectively record and monitor calls, thereby acting as a hindrance to their endeavors of expanding their customer base and driving revenue growth. This setback has prevented them from fully capitalizing on new market opportunities.

Infrastructure

Their infrastructure's lack of robust security measures has resulted in a series of performance challenges and heightened vulnerability to security threats. These collective issues have cast a substantial impact on their day-to-day operations, necessitating immediate remediation and a comprehensive reassessment of their technological framework. This strategic overhaul is essential not only to ensure the uninterrupted flow of their services but also to uphold the confidence and loyalty of their valued clientele.

Syscom's Solutions

Avaya IP Office

- Enables agents to utilize telephony services from their endpoints across all UAE branches.

Avaya Call Reporting

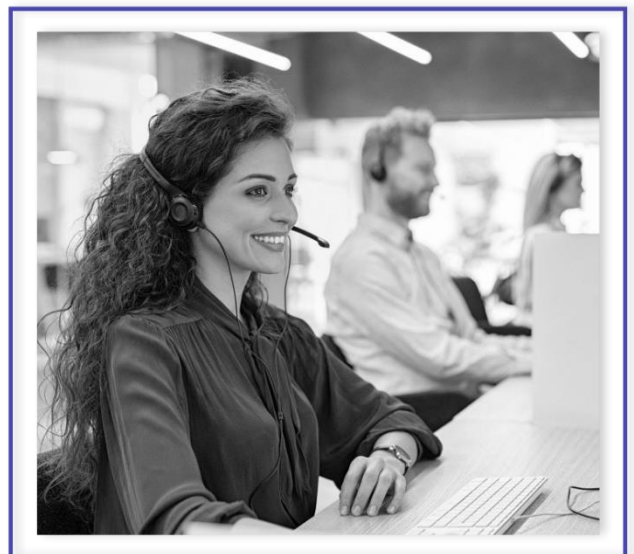
- Agents can access contact center dashboard from any branch.
- Supervisors can monitor agents and customer interactions beyond the corporate network.

Avaya Call Report Scheduler

- Provides supervisors with call reports (abandoned, inbound, outbound, etc.) on hourly, weekly, and monthly basis via emails.

Avaya Call Recording

- Management can download call recordings.
- Recordings sent to client's NAS drive monthly via our recording backup policy.



Syscom Complete Infrastructure Solution

- Comprehensive infrastructure solution by Syscom' s qualified engineers.
- Encompasses sales, pre-sales, solution design, implementation, and support.
- Covers servers, virtual machines, domain controllers, file servers, desktops, telephony, contact centers, firewalls, endpoint security,
- and backup storage.
- CRM connector (Screen pop up)
- Solution delivered within seven days.

Our Team

Syscom conducted a thorough analysis of their challenges and formulated effective solutions to propel their company's growth. Our adept team excels in dissecting complex situations, devising tailored strategies, and recommending optimal products. This approach maximizes the potential of our brand offerings and empowers customers to attain their objectives while resolving their issues.

