

GuideOne Insurance



The Company

GuideOne is one of the leading insurers of churches, protecting nearly 43,000 churches and commercial policyholders across the country. In addition, the company serves more than 89,000 home and auto customers.

The Need

In an effort to reduce the costs of maintaining several physical offices, GuideOne made the decision to relocate many of its employees to telecommute positions. With this transition, GuideOne desired a communications solution for employees to collaborate with one another and with customers from any location. They were especially looking for a strong video communications platform.

The Solution

After evaluating multiple vendors, GuideOne selected Aspect Software to deploy Microsoft Lync, a unified communications platform for the enterprise, on all employee desktops. Lync provides a consistent, single client experience for presence, instant messaging, voice, video and meetings. GuideOne made the decision to choose Aspect because of the team's deep technology expertise, a dedicated professional services organization willing and able to engage with them after deployment as well as Aspect's ability and flexibility to work with GuideOne as they preferred.

A primary goal for GuideOne in implementing a unified communications solution was to help increase efficiency and collaboration for new telecommute employees. Not only has Lync improved collaboration and efficiency across the enterprise but it has also directly impacted employee satisfaction. Because employees can see their colleagues' presence information at any time of day, have ability to share screens, and can switch communication channels, employees can connect with one another in a way that is more productive, fostering better relationships.

"The Aspect Professional Services teams' combined Microsoft Lync project planning and deployment knowledge and their day-to-day user experience delivered product understanding and business process insight that ensured a smooth transition for us." said Josh Konkol, Senior Network Analyst, GuideOne. "We have confidence that with our Lync deployment employees will have the technology to be productive from any location."

Aspect's service and deployment ease was exceptionally impressive that GuideOne has future plans to implement SharePoint and Office 365 with Aspect Professional Services.

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

