

Digitel helps Mann Bracken LLC “Collect on the Call” of Convergence



About Mann Bracken

Mann Bracken, LLC provides legal representation of national credit grantors and credit card companies and technologically sophisticated outsourcing services for various receivable management solutions....in other words "they know how to collect with technical efficiency!"

BUSINESS CHALLENGE

Mann Bracken's business has grown significantly from the representation of local creditors to the representation of major national and international credit grantors like Bank One. As part of their mission, they focus on "continuous development of new operational strategies and technological tools for the efficient liquidation of our client's portfolios". To offer their services, they employed over 100 Call Center Agents, but with their recent growth, they plan to more than double to 250 call center agents.

To deal with their rapidly growing business providing legal representation to national and international credit grantors for major credit card companies such as BankOne, Mann Bracken, LLC needed a Converged Call Center solution that could bring together voice, data and sophisticated call center applications to empower their agents with state of the art tools to keep pace with the demands of their customers and their growing business.

NETWORK SOLUTION

Man Bracken began investigating Converged Call center solutions that could bring together voice, data, and applications to achieve new operational strategies and efficiency, and empower their agents with state of the art tools. As they looked for a partner to provide these solutions, they engaged Digitel, led by Tommy Mullins and Bruce Northrop, and found that Digitel had the right credit(s) under their belt to help Mann Bracken **collect on the value of convergence**.

Mann Bracken chose the Digitel team to leverage the value of Nortel's award winning portfolio and implement a Nortel Symposium Call Center. Mann Bracken chose Digitel's Nortel Networks solution over Intertel and Avaya based on Nortel's leading presence in the Call Center market, the open design of the Nortel architecture, the ease of administration and quality of Digitel's service and support.

Nortel Product List

- Succession 3.0
- Call Pilot 2.02
- Signaling Server, Symposium Call Center 4.2
- Web Portal
- TAPI 3.0
- OTM
- 3rd party Call Recording solution.

BUSINESS RESULTS

Leveraging the value of the Nortel portfolio, the Digitel team provided a solution to expand the call center by using remote agents with i2050 clients over a point-to-point T-1 from the main site. With the assistance from Nortel Professional Services, Digitel deployed Web contact services and the TAPI interface to allow Mann Bracken to deploy their proprietary applications to the desk top of the agents to enhance productivity and efficiency to customers.



Nortel i2050 Client

*For further information about these advanced technologies,
Contact Bruce Northrop, National Account Executive, with Digitel Corporation, at 770-451-1111.*