

« **Being easily
reachable, wherever
you are, to keep in
touch with the
customer** »

ALAIN KUTTEN
*Managing Director of
the company Kutten Alain.*



TESTIMONY





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THE BENEFITS

- ✦ Employees are easier to reach, regardless of where they are
- ✦ A single number to reach them on either landline or mobile phone
- ✦ An easy-to-configure solution
- ✦ The possibility of greater integration between different telephony solutions de téléphonie
- ✦ Improved monitoring of telephony costs
- ✦ A competitive market offer


La société Kutten Alain en quelques chiffres :

- Over 30 years in business
- 48 employees
- 1 showroom located in Dudelange

Background

A key player in interior design in Luxembourg, Kutten Alain SÀRL has been expanding for more than 30 years from its premises in Dudelange. Today, with 48 employees, 38 of whom are working on sites in the southern part of the country and in the capital, it guarantees the highest level of customer satisfaction. In recent years, it has invested in modern communication solutions in particular to provide improved support to its customers and to make itself more available. «Our desire is to support our customers in making their homes more beautiful, by sharing our ideas with them, especially on social networks, by being at their side, and to assist them in their choices and ensure excellence in the execution,» explained Alain Kutten, managing director of the company. «We are skilled and highly qualified craftspeople and offer our customers bespoke solutions and a personalised experience.»

The challenges to be met

To be able to offer a tailor-made solution and ensure work of a high quality, communication with the customers and between company staff is a major issue. Three years ago, the company looked to bring together the telephony solutions it relied on with a single operator. «We wanted each member of the team to be easily reachable, on their mobile phone or on a landline, using a single number,» Alain Kutten said. «The time had also come to replace our old telephone switchboard with a more modern solution. In the market, POST succeeded in meeting our requirements for a competitive price.»

The benefits of the ConnectedOffice solution

ConnectedOffice integrates landline and mobile telephony in a single solution. «Our employees can be reached at any time during working hours from a single number,» explained Alain Kutten. «Whether they're on site or in the office, they can receive their calls.» The solution offers easier call management. «It's very easy to set up rules to divert calls from landline to mobile, or divert a call from an absent employee to another member of the team,» the managing director continued. «There are many more possibilities than with our old telephone exchange. Everything can be monitored and configured from a web interface, without having to maintain any hardware inside our own infrastructure.»

The solution is easy to roll out. The migration was prepared well by the POST teams and was carried out with detailed explanations for the users. Each team member



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was simply asked to change the SIM card in their mobile. «The only minor inconvenience encountered was quickly resolved. Initially, when the single number was activated, it was no longer possible to reach our employees on their mobile number. We use a landline number and a mobile number to communicate with our customers. Some staff members also employ their professional mobile number for private use. The solution we came to with POST was to integrate a second SIM card on the mobile phones of each team member, which could be done without affecting costs,» Alain Kutten went on.

The Bottom Line

Kutten Alain SÀRL has been using the ConnectedOffice solution for over two years. «And we're very happy with it. To keep in touch with our customers, it is important for us to integrate new communication habits,» Alain Kutten commented. «Every day we see the benefits of a proper integration of various telephony solutions. Furthermore, mobiles have become a real working tool for our employees on site. They also support how the company is managed, for example by letting each employee clock in remotely.» In the eyes of the MD, communication could still evolve further in the months to come, especially in light of the habits adopted by each person during the health crisis we have just experienced. «We have seen the value of using video solutions to communicate remotely with our customers. I think that practice is here to stay. However, it requires good connectivity, for both landlines and mobile, to guarantee high-quality communications, and certainly an upgraded integration of solutions in the future,» Alain Kutten concluded.

