

A Nexon success story

Flick – An Anticimex Company

Flick is a strong established brand within the pest control industry in the Australian marketplace. Their footprint is across all major commercial market sectors and industries.







The challenge

Flick's existing outdated legacy infrastructure was not responsive enough to support the company's future vision for UC&C between customers and employees. The company had outgrown its capabilities and needed a system that was agile and responsive, that provided greater access to insights and data, and that enabled more flexibility in the business.

Requirements

- ✓ Agile systems and business solutions
- ✓ Increase the visibility within the business
- ✓ Accessible cloud-based solution
- ✓ Drive data-based decision-making in the business

The solution

-  Genesys Cloud™ Contact Centre
-  Nexon Private Cloud
-  New SD-WAN
-  Nexon Level 1 Service Desk

The benefits

- ✓ **Deployment of a cloud-based solution**
Usual 4-6 months migration process completed in 6 weeks
- ✓ **Operational enchantments and better visibility**
Addition of real-time dashboards, performance view and reporting capabilities
- ✓ **A happier workforce**
Boosted capacity for remote working and increased employee satisfaction
- ✓ **Cost savings**
Significant decrease in infrastructure cost by 40%