



# Get telework to protect all operators of its Contact Center

**Admiral**  
S E G U R O S

**Client's Name:**  
Admiral Seguros

**Industry:** Insurance

**Location:** Spain

**Number of agents now remote:** 270

**Solution:** Presence Suite

## The Challenge

In light of the situation created by the COVID-19 virus, Admiral Seguros (Insurance) had to find a solution not only to accommodate their 270 Contact Centre staff, but also to maintain business continuity with their customers.

Admiral Seguros relied on Enghouse Interactive's Presence Suite Contact Centre technology, as well as Amazon's Workspace software to make a smooth transition for both their staff and customers.

## The Result

Not only did Admiral Seguros accomplish its goal, but did so in record time and agents were given the right tools to work remotely. They managed to disassociate their tasks from a physical location while providing the same level of service to their customers and in addition to this, keeping their staff and their families safe, preventing the spread of the virus!

Apart from the main objective, additional benefits were:

- **A backup solution to avoid loss of information during the migration process** by using technology it already had, and therefore, making it easier to maintain all its business layers.
- **Absolute security for clients and their data** in all voice communications, Virtual Desktop Interfaces; and corporate information.
- **Efficient Team management** through the standardization of Desktops

## About Enghouse Interactive

We are the world's most reliable contact center technology provider. Our global brand is built on our track-record of consistently honoring our commitments – to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software and service solutions that deliver enhanced customer service and transform the contact center from a cost center into a powerful growth engine. Our Practices and Solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Supporting over 10,000 customers, in 120+ countries, Enghouse Interactive works within any local regulatory environment and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by their customers – anytime, anywhere, and via any channel.



Presence Suite is an  
**Enghouse Interactive** solution

For more information visit  
[www.enghouseinteractive.es](http://www.enghouseinteractive.es)

