

Case Harjavalta

Harjavalta organises their staff presence information



The Harjavalta Group wanted to boost the availability of their staff and ease the everyday workload of the switchboard. Elisa stepped up to the challenge with service integration, which provides staff presence information at all times.

In 2009, construction and furnishing conglomerate Harjavalta Ltd. realised that their switchboard was overloaded with requests.

This was largely due to the weak availability of staff presence information, and often the location of employees on the

go would not reach the call handlers efficiently enough.

”Previously, companies in the Group had resorted to various ways of handling and coordinating presence and availability information of the staff. When the Group first decided to let Elisa handle all telephone communications, it was only natural to continue the modernisation process by

Challenge

The switchboard of the Harjavalta Group, consisting of four separate companies, was compromised due to poor availability of staff presence information. Incoming calls to the switchboard were forwarded blindly based on incomplete information, because the presence information was handled differently in each of the Group companies.

Solution

The service integration provided by Elisa combined the management of calendar data in the whole Harjavalta Group. Availability information is now gathered automatically based on the employees’ Microsoft Exchange calendar items.

Benefits

The service integration ensures that staff presence information is constantly available for all Harjavalta staff and the switchboard always aware of the availability of the required person. The renewal did not require any changes in the employees’ working habits, because the availability information is available to the switchboard as long as the users keep their calendars up to date. Now the switchboard can work more efficiently and in a more organised manner in addition to being able to offer improved service.

integrating presence information,” says a member of the service integration project group **Olavi Lehtinen**, from Puustelli Group Ltd.

Companies in the Harjavalta Group include kitchen furnishings company Puustelli Group Ltd., house construction expert Kastelli-talot Ltd., home and construction equipment retailer Myllymäki-Trading Ltd., and dividing wall constructor HSL Group Ltd. The customers of the Group are scattered around Finland: Everywhere, where houses are being constructed and renovated.

”The work involves a great deal of traveling, especially for our sales staff. If the switchboard does not have any availability information of the employees, calls are forwarded blindly and unsuccessful transfers are automatically directed back to the switchboard. This increases the workload dramatically and weakens the customer service,” says Lehtinen.

An intelligent solution allows for automatic gathering of information

The solution offered by Elisa to Harjavalta is service integration, which forwards the staff’s Microsoft Exchange calendar data automatically to the data system of the call forwarders. With access to reliable presence information, the switchboard can offer improved service with a less-demanding workload. The practical implementation of the service integration was carried out by Electur, a subsidiary of Elisa.

”Planning was carried out in close cooperation. Elisa provided the project with the technical expertise required to meet the

bases and criteria defined for the system renewal of the Harjavalta organisation,” says Business Manager **Pekka Paukkonen**, the Elisa project manager responsible for the service integration.

The planning phase was carried out in full using only virtual meeting tools offered by Elisa. This arrangement allowed for more efficient working, as unnecessary travel days and costs were eliminated altogether. WebEx and Microsoft Live Meeting solutions were used to share documents during teleconferences.

”Major renewals are rarely an easy task to undertake, but this project did not feel particularly tasking thanks to the conversational nature of systems development,” says Olavi Lehtinen.

The project was initiated as a pilot project amongst a group of ten users, and the renewed system was taken into production when it was apparent that the results satisfied the expectations. The functionality is now available for the whole Group.

Users can choose the detail level of their availability information that they want to share externally. This means that employees can carry on entering personal appointments into their work calendars so that external users only see the duration of their appointment.

”Now the staff of Harjavalta need not pay any special attention to their availability information anymore, as the system computes the information automatically based on their calendar items. As long as the calendar is up to date, all relevant information is also available to the call forwarder,” says Paukkonen.

Trusted partner for all construction and furnishing needs

The Harjavalta Group specialises in construction and furnishing, and it includes four separate companies that provide the experience required to offer high quality products and services for varying environments and needs: from kitchens and storage solutions to complete houses and villas. The Harjavalta Group is a national family group that employs approximately 1,400 persons.

Additional information:

www.kastelli.fi/
www.puustelli.fi/
www.myllymaki.fi/
www.hslgroup.fi/

Additional information:

Olavi Lehtinen
 Puustelli Group Ltd.
 tel. 040 313 8875

Pekka Paukkonen
 Elisa Oyj
 tel. 050 568 7249

www.elisa.fi/yrityksille/



elisa.fi/yrityksille