



DVT Daten-Verarbeitung-Tirol

Transfer of the existing 0800 number to the atms network

Case Study

Company



DVT-Daten-Verarbeitung-Tirol GmbH is a subsidiary of 'Land Tirol' (Tyrolean provincial administration). Its expertise and detailed knowledge of public sector processes enables DVT to provide future-proof and tailor-made solutions for the public sector. www.dvt.at

Requirement

The 'Land Tirol' administration operates several free information hotlines in order to provide the best possible support for its citizens. These include a parent hotline for any questions concerning children and parenting as well as a hotline for victims and their relatives in the event of a disaster or accident. A smooth transition phase was just as important as the provision of a reliable service number operation. Rapid implementation of routing changes and an excellent price/performance ratio were further criteria for choosing the telecommunications company.

atmsSolution

atms transferred the existing 0800 numbers to its own network without any operational interruptions and dealt with all the bureaucratic tasks, thereby ensuring that the changeover did not involve any administrative work for 'Land Tirol'. The redundant network and 24-hour monitoring of the entire network structure guarantee maximum security and therefore constant hotline accessibility for the citizens of Tyrol. Every request from DVT is received and processed directly by the atms Customer Service Team. This ensures flexibility as well as personal and prompt customer service. For example, routing changes are carried out within one hour if required.

Authorised representative Lorenz Aberle, Sales Manager of atms:

"I am delighted that DVT has chosen atms and that this decision was ultimately based on our competence as well as our competitive prices and optimum service."

"We have felt extremely well looked after from the start. Another reason for choosing atms was their excellent price/performance ratio."

Mag. Markus Huber, Managing Director of Daten-Verarbeitung- Tirol

atms