



POWERING DIGITAL TRANSFORMATION

BUILD A STRONG FUTURE; EMBRACE THE DIGITAL REVOLUTION.

Here's how we've helped clients innovate and meet business needs to achieve amazing results!

MOTOR SERVICES COMPANY ACCELERATES GROWTH BY DIGITIZING AND ENRICHING DATA



Our client is a professional services company whose products and services provide solutions for individuals and businesses within the retail automotive sector.

With a multitude of on-premise and cloud-based systems, the business was struggling to manage and update their data. The company works with over 600 training partners to deliver some of their services. That's a lot of data to manage! With Bizvu **FORMS**, the client is now able to create contextual forms and screens that easily capture new data from all their users.

This means a registration process can be created and exposed to a training partner for all their candidates and delegates for course enrollment. Capturing information and data at source and then updating and triggering new processes in other systems. It also enables them to work through a single interface, to update and access information they need on their partners and delegates quickly - for processes like accreditation with direct access to what they need, when they need it! They know the data is delivered in real-time and the solution has meant there's no data discrepancies in different systems or the data lifecycle.

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UK'S LARGEST CONSTRUCTION COMPANY SAVES \$14 MILLION A YEAR WITH BIZVU, AUTO MATCHING AND FULFILLING 5,500 ORDERS EVERY MONTH.



Operating in a number of different markets and across many sectors, our client is one of the largest companies in construction and infrastructure. They work on projects of all sizes, complexities and sectors spanning the UK. With over 20,000 staff, 19,000 sub-contractors and 600+ suppliers there's a lot of data to be managed in the way of product line items. Prior to implementing our Bizvu **FORMS** solution our client was struggling with managing sub-contractor and supplier relationships across core functions like procurement and finance. Were they buying the right products from the right supplier at the best possible price? Greater visibility of spend has led to massive additional rebates on sales which previously couldn't be proven.

Equally, if an order placed on a supplier didn't quite match the original purchase order it would be blocked, creating a cost increase per order of \$150. After implementing a new solution from Bizvu, they can now build and bring forms and screens to life across their supply chain, streamlining operations and leveraging automation to achieve significant cost savings.

They can now capture data in one place, from multiple sources and feed it back and match information from core ERP systems, such as Oracle, sometimes down to a field level into the various business units. As a result our client has been able to save time, money (over \$14 million!) and enforce their supplier rebate processes much faster, delivering high quality data insights, across a complex and distributed supply chain. So far, so good. Our client is creating, maintaining and deploying in excess of 5,500 Bizvu **FORMS** per month, seamlessly providing the right forms to the right supplier, mapped to the contractor, the project and the standard supplier categories - all with enriched automation.

12K INTERACTIONS A DAY MANAGED FOR UK'S BIGGEST RAIL CO. PRODUCTIVITY INCREASES 300%



Handling an average of 2.5 million journey planning inquiries per day through the contact center, our client needed a better way to manage their digital interactions with customers. Our client is the definitive source of customer information for all passenger rail services in the UK along with other stakeholders and partners they support, enabling new opportunities for revenue streams and growth of their business.

They decided to work with us because they needed a flexible and highly scalable solution that would not only help them manage and respond to their incoming social media interactions, but also to manage social media accounts on behalf of the other brands they are associated with too. Our Bizvu **INBOX** solution meant the company was able to distinguish between positive and negative messages, respond in excess of 3 times quicker and deliver greatly improved information for customers suffering from delayed journeys who wanted to make decisions and be kept informed. Their agents are working more effectively and customers are happier with the faster responses they now get from their inquiries. The group are also able to geographically pinpoint and deliver targeted messaging across their social media accounts. Having been a Bizvu customer for the past 5 years, our client is now starting to offer new services as a result of the solution we've implemented.

ADD VALUE AND SELL MORE WITH BIZVU

We're an innovative software development company with a great pedigree. Working to help add value to investments like Mitel. Our solutions allow any customer experience to be created and seamlessly integrated into the contact center, CRM and your various other business systems. Our suite of applications are ready-to-go as brilliant stand-alone applications, connected together and integrated with Mitel. They are key for enhanced business capabilities like automation and self-serve. Working to improve customer experiences and empower and engage agents.

[REWARDS](#)

[DASHBOARD](#)

[INBOX](#)

[FORMS](#)

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