



3/2010 – December 9, 2010

Dear Readers,

Welcome to the third and last issue of the InVision InSight newsletter in 2010.

Today, we want to bring you news and information about InVision Software. In particular we would like to share with you the news of this year's **success of InVision User Conference** in Germany, the **new InVision's executive board member**, a **partnership** with one of the leading IT suppliers in Poland **Sygnity**, a **case study** on **RAC**, one of the largest motoring organisations in the UK, and others.

For questions or ideas concerning our newsletter, please send an email to newsletter@invisionwfm.com.

Enjoy reading and accept our best wishes for a Merry Christmas and a Happy New Year!

Regards,
The Editorial Team of **InVision InSight**

Company News of InVision

InVision User Conference – A Major Success Again This Year!

This year's InVision User Conference proved to be the most successful yet. On the 26th and 27th of October, more than 80 InVision customers from Germany, Austria, Switzerland and the Netherlands gathered at the Krickenbeck Castle in the Nette Valley, near Duesseldorf in Germany. The get-together was an absolute "sell out". A wide range of seminars were held, giving InVision users the opportunity to find out all the latest news on InVision Enterprise WFM product development and to improve their practical skills in using the product set. During the event itself, InVision again encouraged users and InVision staff to actively share their experiences with one another. The networking dinner held on the 26th of October, was also highly entertaining. Two actors, dressed initially as security staff and afterwards as waiters, provoked confusion as well as having generated a lot of laughs among InVision's customers.

If you are an InVision customer and are interested in attending next year's User Conference in Germany and the UK, please let us know by email: info@invisionwfm.com.

InVision Software Expands Executive Board

InVision Software AG has appointed Mauro Marengo (38) a member of the executive board. Mauro Marengo has been Global Head of Professional Services at InVision since 2006. He will assume responsibility for InVision's international services business within the management board.

[more](#)

Partner News

InVision Software Expands Reseller Network by Polish Top Supplier Sygnity

Sygnity, a leading supplier of IT solutions in Poland, has become a newly authorised reseller of InVision Software. The company distributes now the software solution InVision Enterprise WFM to the Polish market and offers at the same time a full range of services from consulting to outsourcing of IT projects for large and medium-sized enterprises.

[more](#)

Webinars

InVision Software Hosts Regular, Free Workforce Management Webinars Throughout the Year

The webinars give participants the opportunity to learn about the latest hot topics and trends in workforce management, to ask questions, and to discuss them. Participation is free.

The InVision website lists the current schedule and makes available recordings of past webinars.

[more](#)

Case Studies

RAC: Roadside – Contact Centres

Reduction in planning effort, annual savings as well as full compliance with RAC's sophisticated scheduling rules and fairness guidelines achieved by using the module AutoScheduler

One of the main objectives of RAC for applying InVision Enterprise WFM was the reduction of understaffed and overstaffed shifts, i.e. the improvement of coverage and service level. Tests by RAC showed a 12% reduction of such shifts. This improvement has a direct effect on one of the RAC's main key performance indicators, the PAR (Patrol Attendance Ratio) which refers to the percentage of incidents attended by RAC's own patrols. With the optimised workforce management from InVision, RAC patrols are able to attend more incidents. Therefore, RAC has significantly reduced its third-party costs. Tests comparing the former schedules and the ones generated with InVision Enterprise WFM showed an improvement in coverage of 1.3% which translates into avoided outsourcing costs of approximately £1.3 million per year.

[more](#)

Beia Consult International is New Authorised Reseller in Romania for Workforce Management Solutions of InVision Software

The Romanian supplier for telecommunication equipment Beia Consult International is a new authorised distributor of InVision Software. Beia Consult International distributes now the software solution InVision Enterprise WFM on the Romanian market. This way, InVision Software expands its partner network which compasses co-operations with local and regional resellers, system integrators and system houses as well as strategic co-operations with globally operating technology companies such as Microsoft or Avaya.

[more](#)

Events

[CallCenterWorld](#)

22 – 24 February 2011

Berlin – Germany

[EuroShop](#)

26 February – 2 March 2011

Duesseldorf – Germany

Feedback

For questions, ideas or comments about our newsletter, please send an email to newsletter@invisionwfm.com.

To find out more about InVision Enterprise WFM and our company, please send an email to info@invisionwfm.com.

Visit our website at: www.invisionwfm.com.

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Imprint

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