

Experience story - Kreiss

CSC Telecom to provide the XCALLY Motion contact center solution to Kreiss, a noticeable service provider in the European logistics market

"Kreiss is using CSC Telecom call management system Cloud PBX and XCALLY Motion contact centre in their **everyday operations**, therefore I would like you to get acquainted with basics for their successful business.

Human being is at the centre of it at all, as it always is. Kreiss runs **international** operations, therefore the team is multinational, and speaks various languages." - *Janis Strumpmanis, Commercial Director at CSC TELECOM SIA*



"We have **2500 employees**. Our team consists mainly of professional drivers, and yet other team members working in various fields and sharing their knowledge and expertise are as equally important.

Our customers are located in almost all parts of Europe and Asia, therefore communications and employee mobility are really important to us.

Call centre solution allows us to assist employees on the go efficiently." - *Inita Ļebedeva, HR Manager at Kreiss*

"Another important feature is **sustainability** that can be achieved only if a company takes care of their employees." - *Janis Strumpmanis, Commercial Director at CSC TELECOM SIA*

"One of the goals is to constantly enhance knowledge of our employees since this is the crucial element to ensure cargo **safety** and transportation **efficiency** that forms added value to our business ventures." - *Inita Ļebedeva, HR Manager at Kreiss*

"We aim to keep promises given to our customers and employees, and correct data analysis plays a crucial role in this process; therefore, with the help of a **cutting-edge contact centre**, it is possible to file and detect issue type and issue description in order to review the quality of provided services." - *Janis Strumpmanis, Commercial Director at CSC TELECOM SIA*

"This is really important since with the **quick call 24/7**, our support team helps to solve any issues related to technical condition of a vehicle, route or even my health.

And I can be anywhere – in the North Pole, Southern Italy or French Alps!" - *Pavels Korols, International freight transport manager*



"Alongside with a human being, environment-friendly and reliable equipment with cutting-edge technology delivering **utmost performance** plays equally important role." - *Janis Strumpmanis, Commercial Director at CSC TELECOM SIA*

"We have new cars, not older than 4-5 years. They are equipped with technology compliant to current demands and international standards, thus allowing us to contact efficiently our technical support team in case of emergency." - *Pavels Korols, International freight transport manager*

"Care for their team, **outstanding customer service**, responsible approach to equipment maintenance and lifelong enhancements – those are values that are esteemed by Kreiss, and that we, as partners, share as well. We are proud to be a part of their successful enterprise, and share the road towards new achievements." - *Janis Strumpmanis, Commercial Director at CSC TELECOM SIA*