



**RETRONIX**  
CONSISTENCY | INNOVATION | QUALITY | PRECISION

## Process improvement and enhanced communications capabilities

### The world's number one safe electronic component recovery company select incovo to upgrade communications infrastructure

#### About Retronix

Retronix is a privately owned electronics Printed Circuit Board Assembly business based in central Scotland, operating globally. The company has been in operation for over 20 years and has established itself as the leading safe electronic component recovery company in the world.

#### The Challenge

Given Retronix's status of global leader in their field, they required a communications infrastructure that was capable of dealing with a variety of communications channels and wished to make telecommunications more accessible.

Retronix had an existing Avaya system however, due to the rapid expansion of operations, the configuration of their existing system no longer met requirements.

After consultation with our Avaya trained and accredited engineers, incovo designed and implemented improved call flows, additional ddi phone numbers and added voicemail and international conference bridge functionality.

#### The Solution Detail

Retronix approached incovo to make recommendations based as they sought to improve process efficiency in their communications procedures. As a result, incovo carried out an audit of all international calls made and a series of international short codes were programmed into the system that allowed for the convenience of the staff.

To improve customer satisfaction, several changes were implemented to the incoming call flows to ensure callers were routed to the best suited employee to deal with the call. This had a positive impact on call waiting and handling times - further improving process efficiency.

To reduce costs our engineers configured an international conference bridge facility across several business units and training was given to staff to demonstrate how to use the technology.

Finally, incovo provided additional system administration training to enable Retronix to get the most out of their Avaya system and to enable them to adapt the incoming call flows as the requirements change with the company's expansion.

“Working with incovo has been a massive help when we wanted to make improvements to our communications infrastructure. Their advice and service has been first class.”

Sophie Falconer, Retronix



5 nasmyth court,  
houston industrial estate,  
livingston, west lothian, eh54 5eg

tel: 0845 450 1785  
email: sales@incovo.com  
web: www.incovo.com