

CUSTOMER EXPERIENCE

ABOUT KUWAIT MINISTRY OF HIGHER EDUCATION

Type: Ministry

Location: Kuwait City, Kuwait

Configuration: Mitel 3300 IP
Communications Platform (ICP)

Staff: 500 users (including Mitel
Your Assistant and Mitel Teleworker)

Website: www.mohe.edu.kw

CUSTOMER NEEDS

- Highly resilient solution for mission-critical communication
- Future-proof solution for later contact centre expansion
- Enable remote-working for employees
- Enhance customer service

“The Mitel IP telephony solution has provided MoHE with a flexible, future proofed foundation to develop enhanced applications to evolve with our business and its continuing needs.”

– Mr. Tareq A. Almarzouq, IT Department,
Kuwait Ministry of Higher Education

Kuwait’s Ministry of Higher Education Graduates With Mitel

When Kuwait’s Ministry of Higher Education (MoHE) decided to acquire a new communication solution to accommodate the ministry’s expanding needs, they selected a Mitel® IP Solution. The solution comprised of the Mitel 3300 IP Communications Platform (ICP), Mitel Teleworker Solution and the Mitel Your Assistant.

The MoHE selected the Mitel 3300ICP due to its resiliency and ability to meet the high call-volume needs of the ministry.

The deployment also included Mitel’s award winning applications, such as the sophisticated and highly intuitive Mitel Your Assistant with its embedded softphone capabilities, thus making the solution extremely cost-effective by leveraging the existing computer infrastructure at the ministry.

The Ministry also deployed the Mitel Teleworker solution for staff working remotely where they now have access to exactly the same features as those working at the headquarters.

“The Mitel IP telephony solution has provided MoHE with a flexible, future proofed foundation to develop enhanced applications to evolve with the organisation and its continuing needs. The next step will be to look at the IVR and Call Centre solutions to improve call handling and further increase customer satisfaction,” said Mr. Tareq A. Almarzouq, IT Department, Kuwait Ministry of Higher Education.



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SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)
- Mitel Your Assistant
- Mitel Teleworker Solution
- Mitel 5330 and 5340 Telephones

RESULTS

- Enhanced customer service
- Improved internal communications flow
- Simple-to-manage communication solution
- Cost-effective solution

The project was implemented by M/S Fahad Al Bahar Sons Trading Co. (FBS), a Mitel selectPARTNER in Kuwait since 1988.

“For The Ministry of Higher Education, it was important to implement a highly reliable and scalable communications solution with the highest degree of resiliency, functionality and flexibility. With our combined expertise in this very important vertical, we are able to go to market with a very strong proposition to a broad and sophisticated customer base,” said Abdulrahman Al-Bahar, Chairman of FBS Trading Company, W.L.L.

“I am delighted with the continued momentum that Mitel is showing in the region and recognize the quality and expertise of our partners such as Al Bahar. Across the region we are seeing that ministries and governmental institutions from Kuwait, UAE, Oman, Bahrain, Yemen and Saudi Arabia are selecting Mitel’s IP communications solutions on the merit they afford and the return on investment they provide. The fact that high-profile governmental departments recognize the benefits of Mitel’s portfolio of innovative platforms, applications and phones is a proof point that we meet all of the strict requirements and expectations of governmental ministries,” said Hisham Amili, Mitel GM, GCC.

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