

## Case Study

# Kharafi National improves productivity of night workers and cuts telecoms costs using Proteus Enterprise call accounting and call logging software from CTI Group

### THE CLIENT

Established in 1976, Kharafi National has developed from a local contracting company into a world-class pan-Arabian Infrastructure Project Developer, Contractor and Facilities Management Service Provider, capable of undertaking a wide range of challenging projects. Today, Kharafi National is an international, multi-disciplined company with diversified operations across the Middle East and Africa in:

- Infrastructure Project Development – the development, financing, management, operation and maintenance of major build-operate-transfer (BOT), build-operate-own (BOO), and public-private-partnership (PPP) infrastructural projects;
- EPCM – engineering, procurement and construction management in the water, power, infrastructure, environment and building services sectors;
- Construction – construction services in the oil and gas, petrochemicals, power, water and related sectors;
- Facilities Management – the management, operation and maintenance of commercial complexes, industrial plants and power installations; and
- Fabrication Services – the fabrication of process equipment and heavy structures for the industrial and civil construction sectors.

Kharafi National now has an annual turnover in excess of US\$1billion, a multi-national workforce of over 33,100 of whom 19,000 are telephone users and 11 percent are managers, engineers, super intendants, technical and clerical staff. Kharafi National is headquartered in Kuwait, and has five sites across UAE (Abu Dhabi and Dubai), Egypt, Qatar and Bahrain, as well as offices in New York and China.

### THE CHALLENGE

It was telecoms operators Zain, Wataniya and Viva, who first alerted Kharafi National about the large volume of calls, including costly international calls, being made from its Kuwaiti HQ outside of office hours. Concerned that its large taskforce of overnight security guards pre-occupied by calling their friends were failing to keep the site secure, Kharafi National approached CTI's partner, Middle East Telecommunications Company (Metco), to help to resolve the issue.

The challenge was a significant one - monitoring 19,000 telephone users on Kharafi National's Nortel Communication Server 1000 (CS1000), a business communication system designed for mid to large sized companies, without impacting negatively on the functionality delivered to the user or the level of service offered to Kharafi's clients.

### THE SOLUTION

The solution came in the form of Proteus Enterprise from CTI Group – a system capable of collecting call data in real-time or on a scheduled basis from multiple switches in different countries and costing calls using multiple carriers and currencies. Readily scalable, Proteus Enterprise delivers accurate information and reports from across an organization.

Features welcomed by Kharafi National included a sophisticated browser-based interface incorporating dashboard with drill-down reporting, real-time summary and detailed reporting including departmental, person, line, and cost center reports. This was coupled with a powerful custom report builder which allowed them to create reports to their own specification.

Other useful features included the large choice of report export options including MS Excel, MS Word, RTF and PDF, scheduled reporting which enables reports to be emailed periodically, maximizing convenience and a real-time costing engine with billing reports supporting multiple currencies. User defined alerts that target specific types of calls, such as international or premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period were also high on Kharafi's list of 'must-haves'.

## THE BENEFITS

"By monitoring calls using Proteus Enterprise from CTI Group we were able to significantly enhance productivity, improve safety on our sites, avoid security breaches and keep our night time security guards focused firmly on their jobs", said Ziad Jaber, IT Systems Administrator. Kharafi National. We have also been able to reduce our \$12,000 monthly telecoms bill by X percent by blocking overnight calls from specified extensions and charging back users for personal international calls made from their extensions. Using Proteus we are able to monitor all our international calls to ensure call costs do not escalate and, at the same time, we are able to allocate costs to the relevant business unit or individual. Proteus is an invaluable as a tool for understanding how our business communicates with clients and staff via the telephony platform".

"In the near future, we plan to upgrade to Proteus Enterprise V7, designed to sync automatically with our Microsoft Active Directory1, a feature that will ensure that changes made to our company directory will be reflected instantaneously in our reporting software. We are also investigating the option to monitor our mobile telephony using the Proteus Mobile module and look forward to the added business intelligence and cost-saving capabilities this will deliver. We have been delighted with the quality of service and support provided by Metco and CTI Group", he concluded.

### About CTI Group

*CTI Group is a leading developer of telecommunications solutions for fixed, mobile and converged communications. Our applications for analytics and reporting, ebilling, interaction recording and quality management are utilized by carriers, service providers, multi national corporations and their customers around the world.*