



PeopleFind

Electric Utility Customer Profile

PeopleFind benefits:

- Advanced communications appliance
- Integrates with any business
- Separates people from the physical infrastructure
- Enhances customer services, traveling, collaboration, disaster recovery, flexible workplace
- Learns and improves like a trusted assistant
- Enhances VoIP investments

A top ranking utility company in the Midwestern United States provides energy services to 2.2 million customers. In 2002, the company installed the recognition-based Lyrix PeopleFind system to support almost 10,000 employees. They have deployed PeopleFind in multiple facilities and call centers helping both customers and employees find each other in real-time without knowledge of numbers. PeopleFind processes over 33,000 calls per month, achieving successful recognition rates in excess of 98.3% accuracy.

The utility recently moved into production with another extension of PeopleFind, which adds paging services. This paging application was customized to the utility's specific requirements by Lyrix's software development team. PeopleFind, and its paging extensions, are part of the utility's emergency response initiatives, enabling their nuclear power plants to find and page people in the event of emergencies. By speaking "Pager Alert," any caller can speak the name of an employee and page the person.

PeopleFind is an important part of emergency and disaster plans and has been deployed by a variety of large organizations to ensure continuity in the wake of emergencies. By separating a company's most important resource - it's people - from the details of the physical environment, PeopleFind allows a company to support its customers, communicate to its employees, and collaborate. Other extensions to PeopleFind include Hotelling, Team Collaboration and Conferencing, Travelers' Portal, and Customer Service applications.

Call our PeopleFind at (978) 442-3000 and say "Tell Me More" to learn more about PeopleFind.