

UTI meets critical collaboration and communication challenges with Cisco Collaboration.

UTI stays ahead in the competitive digital landscape with the Cisco Meeting Experience.

The Cisco Meeting Experience solved critical collaboration challenges for India's most respected and biggest MF Company, UTI. Today, UTI has completely transformed the way it transacts business, collaborates across geographies, and its customer experience.

Cisco Meeting Experience addressed the following challenges effectively

Mitigate call drops, end call failure and prevent loss of revenue



Cost of video conferencing was very high – a 30-minute session cost Rs 60,000 Rs 1 lakh

Revitalize marketing strategies, initiate cross-selling and upselling activities

Prevent speed-to-market failure and reduce time-to-market

Cisco Meeting Experience addressed the following challenges effectively



Instant connectivity across mobile, audio, video and IP telephony platforms

Integrated communication architecture across customer segments, sales force, and personnel

Optimal video, audio conferencing, messaging, and communication systems integrated with dealership infrastructure for a single unified platform

Results

Telephony costs reduced by 40%

There was 60% savings on calls with unified communications

STD cost savings rose to 20-40%; and costs even dropped to zero at one point

1- 4 hours of seamless video-conferencing was possible; call drops were eliminated

Collaboration improved with the anytime, anywhere one-click meeting feature; physical presence was no longer a restraint

Instant connectivity meant faster decision-making and prompt call reversals

Faster speed-to-market and mark-to-market was achieved

[Click here](#) to read the case study.