

Teltronics Inc.

industry:: electronics manufacturing

www.datag.com

Technology
that means
Business

secure user community

online customer support registration

web-based education center

database-driven content

About Teltronics

Teltronics Inc. manufactures telephone switching systems and software for small-to-large size businesses, government and 911 public safety communications centers. Teltronics offers a full suite of Contact Center solutions – software, services and support – to help their clients satisfy customer interactions. Teltronics also provides remote maintenance hardware and software solutions to help large organizations and regional telephone companies effectively monitor and maintain their voice and data networks. The Company serves as an electronic contract-manufacturing partner to customers in the U.S. and overseas.

The Situation.

Teltronics was looking for a solution that would enhance their visitors' online experiences and provide higher levels of customer support. They also needed a solution that would empower multiple departments – such as marketing, HR, IR and more – by allowing them to take control of their content on the corporate Web site. And a back-office contact management system was needed to help streamline lead management and demand generation.

The Solution.

To streamline customer service, Teltronics' new Web solution allows visitors to logon and purchase customer support packages – 24 x 7. The site also features a new User Community and Education Center. The User Community provides up-to-date information about selling and servicing Teltronics products, and the Education Center allows visitors to browse, register and purchase training courses online. DataGlyphics also developed a logical backend administrative portal that allows authorized users to login and manage their department's Web content – regardless of that user's programming experience. The new site has become a powerful resource for Teltronics' global customers, partners, investors and distributors.

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