



Overview

NECOR Zambia Limited is an Information & Communications Technology company located in Zambia, Africa. NECOR offers its services to both corporations and government in Zambia using PBXware Call Center PBX. Part of their vision is to be the “services provider of choice” in the industry. NECOR’s mission states: “providing business solutions in the age of the consumer.”

In July 2011, NECOR won the bid to supply telephony service to the Electoral Commission of Zambia (ECZ). This meant that NECOR was responsible for providing service during a busy and potentially unsettling election time.

Challenge

Bicom Systems’ challenge was to provide NECOR with an appliance that would be able to handle all of the calls throughout the election and any unexpected spike that may arise with that. NECOR needed a solution immediately despite being on a tight budget. After being chosen to serve the ECZ, NECOR turned to Bicom Systems for a solution.

Aside from the challenge of providing a reliable appliance, Bicom Systems had to adapt to an unfamiliar environment and service provider settings. Zamtel, the incumbent service provider in Zambia, used settings that are not commonplace in other markets and with which Bicom Systems had not worked before. It was a steep learning curve in a short amount of time. In addition to the technical challenges, the pressure and excitement of the election was confirmed as riots broke out over late returns. The Electoral Commission had to assure citizens that they were ready for queries, comments, and suggestions. PBXware instilled confidence in the Zambian people that the ECZ was indeed in touch with them; had it not, the consequences could have been fatal.

Finally, Bicom Systems needed to supply a solution that could be quickly learned by new hires. The time constraint was most acute for the supervisors and agents who would be temporary hires for the election period.

Solution

Bicom Systems’ response was to work tirelessly, providing a working solution and seeking the assistance of partnering companies while facing the unfamiliar. They provided Call Center PBX with two M2000 appliances in mirrored failover to provide a five nines high availability solution.

Necor Zambia

aims to be
“the leading Information
Communication
Technology solutions
and services provider
of choice” in Zambia



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Each M2000 appliance had a Sangoma A200 and A101 card inserted. Bicom Systems is extremely grateful to **Sangoma** for their help in dealing with the unusual configurations of Zamtel (the incumbent service provider). Bicom Systems would also like to thank **Yealink**, the manufacturer of the Yealink T20P telephones that were installed, who was also an important resource.

Bicom Systems provided remote training on call center features to supervisors in Zambia.

Implementation

The actual implementation of Bicom Systems' solution began with ordering parts and testing thoroughly before shipping them to Zambia, Africa. The implementation process had a number of challenges of its own, due to the previously mentioned time constraint and unfamiliar service provider, but Bicom Systems, with the help of others, was able to provide an ideal solution just in time. A special thank you is given to Kelvin Malupande at NECOR who persisted in maintaining the dialog between Zamtel and Bicom Systems.

Results

The result was an affordable product for the Electoral Commission of Zambia that met their expectations and facilitated a successful election process in Zambia. The Call Center features were abundant but user-friendly. It took only a week of training to master the system and new hires were able to learn quickly. Bicom Systems surpassed all competition by providing a solution with as many (if not more) features at an affordable price.

Furthermore, the election in Zambia went smoothly thanks to a strong telephone system that could withstand the dramatic increase in calls. The election happened fairly and with the incumbent accepting the result of his loss.

This is a huge success for both Bicom Systems and for NECOR, who has expanded greatly since partnering with Bicom Systems. With this successful partnership created, the sky is the limit, so to speak, for both Bicom Systems and NECOR Zambia Limited.

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