

# White Labelled Support

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comitFS were engaged by one of our channel partners to deliver the full range of services, products and support as a white labelled solution across the APAC region.

Within this context, one financial institution required a function to support its user-base telephony across the front, middle and back offices. The telephony was tightly integrated with the bank's own proprietary contact management systems, and the resulting seamless user experience would also need to be maintained and supported.

The customer's existing technology infrastructure supported a complex mix of telephony equipment across a range of versions, and the bank had outsourced development resources to a third-party. As a result, in-house knowledge of Computer Telephone Integration was limited, so the engagement also included an element of training and education.

comitFS were able to engage both the bank and the development resources through the channel partner, and established an initial training package. Once complete, comitFS then developed monitoring and alerting solutions to help the multiple local stakeholders manage the solution coherently.

comitFS were able to dramatically reduce the lead-time for the development by leveraging the CAS suite's flexibility and developing through a single API. This approach also streamlined the management and support process. Acting as a single provider, comitFS was able to pin-point issues and direct support teams to the correct third parties, leveraging their monitoring and test tools as mechanisms to facilitate fault identification and accelerate the entire resolution process.

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