



## Customer Service Improvement

# Case Study

## Wireless Telephony for "Supermarket DIA"

**The Customer:** "Super Market DIA" allocates the bigger Supermarket network in Greece consisted of almost 400 shops, covering the needs of consumers of even most distant point of country. Two of MAXI DIA Supermarkets are placed in Kos island where have recently KWS 500 system installed.

**The needs:** Direct communication with the customers for manager and administrative and direct notification about aisle refill without spreading wired phone on each corridor.

KWS 500



### The system used:

- 1 x Communication platform: KWS500
- 1 x Wireless Repeater: WRFP/4
- 8 x Handsets: 4020

### The results:

- Ensuring 100% radio coverage inside supermarket.
- Offering mobility to employees.
- Customers no longer have to wait for somebody to call them back, since the employees answer the calls on the spot.
- Manager can locate any employee immediately
- The supermarket has achieved considerable productivity saving by reducing the time wasted accessing calls.



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