

8x8



LSH AUTO

## LSH Auto went from nine telecom vendors to one, 8x8

### Industry

Retail

### Headquarters

Manchester, UK

### Size

Around 500 users

### 8x8 Solutions

8x8 Work®

8x8® Contact Center™

8x8® Voice for Microsoft Teams\*\*

8x8® Secure Pay

## Challenges

- Disjointed communication systems.
- Poor reporting and limited visibility.
- Inefficient call handling and low answer rates.

## Results

- Call answer rate increased from just 60% to 90%.
- Average wait time decreased by 50%.
- 9 systems eliminated.
- Reduced call volumes as customers no longer need to call back.

“ 8x8 is such an easy-to-use platform that it has broadened perspectives as to what is possible with a communications platform.

**Chris Gensmantel**

CIO

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