



Your ICT Partner

OCTA+

A GLOBAL IT INFRASTRUCTURE OFFERING AN ENHANCED SERVICE

OCTA+ has recently taken a strategically important turn by adding new activities to its core business. In order to support this ambitious development, OCTA+ needed to put a global and professional telecom infrastructure in place, managed by a single point of contact allowing them to strengthen their customer service.

*We have added a new dimension by diversifying our energy supply. This involves the necessity to provide an impeccable service for our customers. Whether you drive into our filling stations or visit our central website where the contact centre can boast a state of the art technology, we always use the most powerful telecom solutions with a high added value which are integrated in a performing network. **Etienne Rigo, C.E.O.***



Historically OCTA+ was defined by the distribution of oil products. Today OCTA+ adds two new activities to its core business in order to better serve its customers: the distribution of electricity and natural gas. As such, OCTA+ will become the only distributor in Belgium of both car fuel oil, house fuel oil, electricity and natural gas. OCTA+ currently distributes more than 380 million litres of car fuel oil and house fuel oil annually to over 100,000 customers.

THE NEEDS

- Professional contact centre to welcome our customers
- New services at our filling stations
- Rationalisation of the data/voice infrastructures
- Controlled budget management

THE SOLUTION

- VPN network connecting all filling stations to the central website
- LAN network
- Wifi network in some filling stations
- IP telephone system for all our co-workers
- Data centre to house the telephone system and the application servers
- Firewalling solution to ensure global security

THE RESULTS

- An optimized network infrastructure
- Cost reduction thanks to the Voice SIP Trunk
- New services for the customers