

ELG Ansvar is one of Australasia's premier niche insurance companies. Specialising in insuring places of worship and community groups, the company has always placed particular importance on personalised customer contact. Every customer call is answered by a person, not a computer. The ability to fulfil this promise more efficiently was at the core of their requirements for a new business telephone system. Samsung was able to provide a solution which has improved not only the customer contact experience, but the businesses' in-house communications as well.