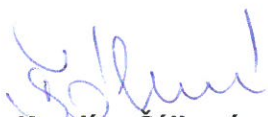


Letter of reference – implementation and experience with OnePlace knowledge base

In 2002, AEGON Pojišťovna, a.s., decided about implementation of a knowledge base that should streamline operators' work in our Client Centre and strongly help ensure that information provided to clients is unified and correct. In the selection process, we chose the system itself as well as the partner with whom we would like to cooperate on a long-term basis. Because at the same time we were building the operator part of the Client Centre on a greenfield land, we also took care of high quality and number of references of the selection process members. The winner was OpenOne that best met our evaluated criteria and was also best able to grasp our needs and pragmatically also our future needs. Last but not least, we were convinced that their OnePlace solution can help us achieve our goals. The advantages of OnePlace include mainly intuitiveness and speed of searching which is caused both by application ergonomics but especially several ways of searching for that particular piece of information. Each operator can find their most convenient way. Furthermore, it is good to mention the possibility of instant messaging (often changes/adjustments, repairs) among operators which ensures providing correct information at a specific moment. And I would also like to mention the possibility to adjust the look by operator or the choice of favourite topics that they need to have quickly at their disposal. The implementation process and OpenOne approach to us as a client has only confirmed us in the belief that we had chosen the right partner and the right application in the selection process. It is especially crucial for us as it is our key application from the point of view of the Client Centre.

Since OnePlace solution is used on a long-term basis by our operators, we can strongly recommend it. We appreciate the time it saves us every day and it makes things easier for our operators. It is not only a search engine for information but also an archive where we store all information that might be suitable for anyone in the future. Currently OnePlace is expanding also to other departments of our company and so we are sure that everyone works with the same information.



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