

AMWAY NEW ZEALAND SIGNS INJIXO WORKFORCE MANAGEMENT SOLUTION

24 April 2015, Auckland

Amway New Zealand's Regional Contact Centre has chosen injixo the cloud-based global Workforce Management service for its WFM solution.

injixo is represented in New Zealand and Australia by Great Outcomes Ltd, and Director Giles Potter said; "injixo's solution will create significant service and staffing efficiencies for Amway New Zealand, increasing productivity in the entire Regional Contact Centre operation".

Simon Bennett, Senior Manager of Amway New Zealand said; "As Amway's business has become more complex with multi-channel contacts and an increased need to make operational efficiencies, we required a cost-effective, highly functional WFM solution. Through injixo, Amway can create an optimised, employee-oriented contact centre."

"Amway's Contact Centre Managers needed control over the entire resource process and service level planning throughout every day, so they chose injixo" said Potter.

About Amway New Zealand

Amway is an \$US10.8 billion company with 21,000 employees globally. Amway is the world's number one direct selling business as ranked in the 2014 Direct Selling News Global 100. There are more than 100,000 Amway Independent Business Owners in Australia and New Zealand. Amway has helped more than 12 million children through our One by One Campaign for Children since 2003.

About Great Outcomes Limited

Great Outcomes Ltd is a service strategy and operational development consultancy established in New Zealand in 2001. Great Outcomes assists clients to develop new service operations (contact centres, service centres, and IT Helpdesks) and optimises the service performance delivered from existing centres. Core business services are in contact centre software and managed WFM services, customer experience research, and contact centre staff training.

Great Outcomes is the New Zealand distributor for [injixo](#), the cloud-based WFM service and The Call Center School a global training provider.



In 2013, Great Outcomes was invited onto the Statistics NZ Business Improvement and Efficiency panel.

About injixo

injixo is an online platform offering true cloud-based services to contact centre professionals. It includes access to comprehensive workforce management (WFM) functionality on a Software-as-a-Service basis, participation in on-demand e-learning programmes, and access to the collective insight of a community of fellow injixo users. injixo helps contact centres to do more business and create happier customers while lowering costs and reducing effort. injixo is part of the InVision group, headquartered in Ratingen, near Dusseldorf (Germany), that also incorporates the brands The Call Center School, offering cloud learning for contact centre professionals, and InVision WFM, a software solution for workforce management. Further information: www.injixo.com/uk

Further information:

Amway contacts:

Media contact: Alison Hush: +612 9854 8121

Simon Bennett: +64 9 9198806

Great Outcomes contacts:

Giles Potter, Director, Great Outcomes Ltd

+64 27 497 1071

Email: giles.potter@greatoutcomes.co.nz

www.greatoutcomes.co.nz