

Case Study

Driven to Save Time for Mobile Employees



Subaru Canada wanted to jump into the driver's seat to improve the efficiency of its communications, especially among mobile employees who frequently had to check voicemail.

About Subaru

Subaru Canada distributes vehicles to 86 independent dealerships across Canada, and it supplies those dealerships with parts, service, and warranty coverage. A wholly owned subsidiary of Fuji Heavy Industries, Subaru Canada is based in Mississauga, Ontario, and has over 120 employees in three nationwide offices.

Subaru's Challenges

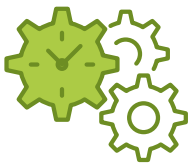
Fun to drive and highly efficient, Subaru makes quality cars by quality people. Helping those people get the most out of each day drives Subaru to seek innovation. Finding new ways to eliminate frustrating administrative overhead is all part of Subaru's continuing commitment to lead in workplace innovation.

The Solution

With an innovative voice-to-text conversion for voicemail messages, Subaru Canada has delighted its employees. When busy staff miss a call, they can quickly see what a dealer needs by glancing at email on any device. No more calling voicemail to retrieve messages. This saves time and reduces phone call charges returning over 1,500 hours of productivity back into the business.

The Rewards

Subaru Canada is thrilled with the improved productivity of its employees, better traceability, and reduced cost of supporting mobile workers. Operational costs have been lowered by reducing online storage and improving IT efficiencies.



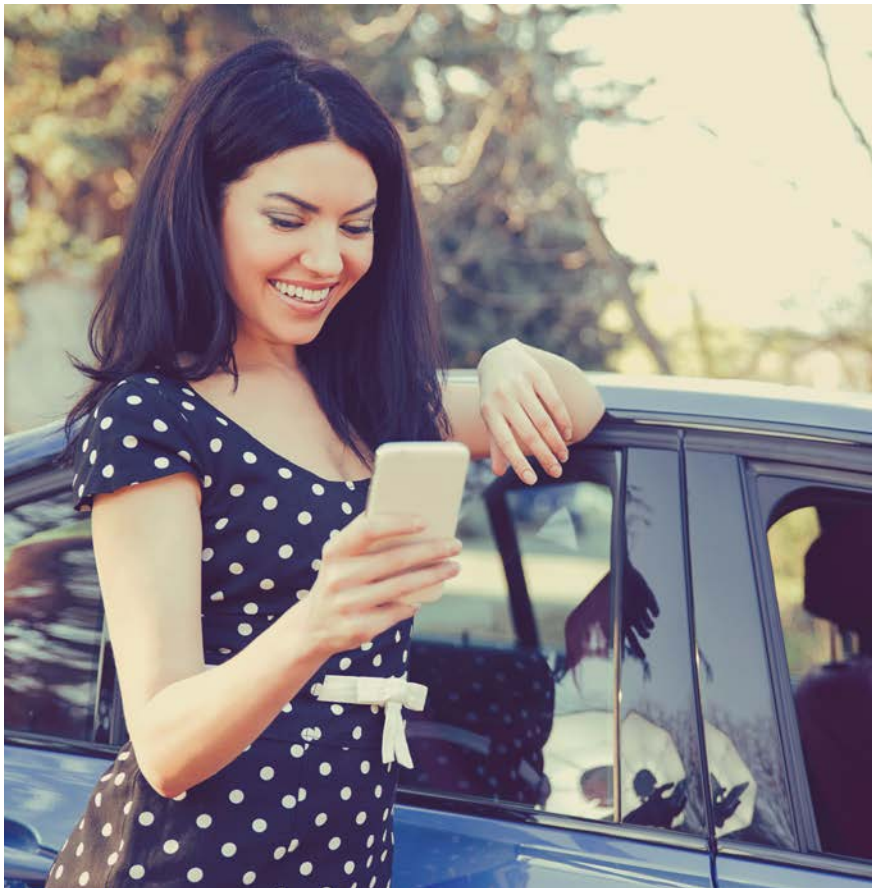
1,500 hours of
productivity recovered



Reduction in online
storage



Email preview of
messages



With Exchange Server and voice-to-text conversion, within 20 seconds after a dealer leaves a voicemail message, our users see an email preview of that message on their mobile devices.

Director of E-Business and
Information Systems,
Subaru Canada