



ConvergeOne

CAN YOU HEAR ME NOW?

Improving Service by Solving Communication System Reliability Issues



“From day one, ConvergeOne felt like family. We never felt like we were being left in the dark about anything. ConvergeOne always made us feel comfortable. If there was something we didn’t understand, they were able to explain it to us in layman’s terms so that we had a solid grasp of what exactly we were doing and how it was going to affect our business at every step.”

— Rhunette C. Mangan
Chief Financial Officer

Customer Challenge

Founded in 1991, Corporate Travel Planners (CTP, ctp-travel.com) is a San Antonio-based full-service travel management company. It is one of the industry’s largest women-owned companies in the state of Texas and one of the top 50 in the country.

CTP has a staff of 80 employees who are dedicated to providing best-in-class customer service through each and every interaction with the company’s 200+ customers. Due to the consultative nature of their work, the company’s employees spend a significant amount of time on the phone with customers. Prior to engaging with ConvergeOne, CTP continually experienced issues with the reliability and connectivity of its phone system, which ultimately impacted its bottom line.

“We had account executives who spent a lot of time on the phone dealing with complaints about our phones: customers being cut off, poor quality of sound, slow phone answer time, and entire phone systems being down,” said Christy Prescott, Founder and CEO, CTP.

The issues were so frequent that the company had a full-time employee who was solely dedicated to handling phone issues and could not keep up. “We were at the mercy of our communications provider, and a lot of the times we learned about outages from our customers. That’s not the way we like to do business,” said Rhunette C. Mangan, Chief Financial Officer, CTP.

Feeling restricted by the unreliable nature of its unified communications (UC) solution, the company needed to identify a better service package, partner, and provider so that it could outsource the management of its phone systems business and maintain focus on serving its customers.



C1CX Public Cloud
Customer Success Story

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CTP also relied upon offering remote working opportunities to attract the best talent, and as a result, nearly half of its agents worked remotely across 14 states. However, the company could not track its remote agents' productivity or adherence to scheduling. It needed reporting in place so that it could access the data it needed to effectively manage a remote workforce.

One of CTP's primary focuses was to meet and exceed its service level agreements and delight customers, so in addition to increasing visibility to its remote agents, the company was also looking to upgrade its recording and reporting features to provide statistics to its customers. Furthermore, CTP only had one employee dedicated to receiving emails and distributing them to the appropriate agents, so it required a more formal email routing system.



ConvergeOne Response

CTP had previously worked with ConvergeOne's marketing and events team to coordinate corporate travel. After receiving an enthusiastic recommendation from a ConvergeOne customer, CTP became confident that ConvergeOne was the right partner due its shared values and customer-centric approach.

To prepare for the initial meeting, the ConvergeOne team reviewed CTP's website and determined that a reporting package would be an important selling point for the company. ConvergeOne then met with CTP to identify pain points and business requirements, which included enhanced reporting, basic call recording, and higher reliability, with disaster recovery, contingency plans, and continuity plans.

Using this information, ConvergeOne developed and demonstrated two solutions. The first option was an entirely third-party solution, while the second combined the ConvergeOne Cloud Experience (C1CX) Public Cloud with Taske call reporting, CTIntegrations's CT Suite for desktop integration, and email routing.

Despite the fact that it amounted to twice the cost of the alternative option, CTP settled on the C1CX Public Cloud solution due to the increased reliability, improved connectivity to the infrastructure, and enhanced functionality of the Taske call reporting solution. ConvergeOne succeeded at identifying the customer's pain points and developing a solution that went above and beyond in improving the processes that directly impacted CTP's bottom line.

Results

Moving to C1CX Public Cloud has impacted the business from a predictability perspective, allowing for 20% growth year-over-year. CTP enjoys a predictable spend while growing and adding agents each year. The reporting has also given CTP more insight into agent performance, uncovering issues with schedule adherence and agents denying phone calls.

Since CTP desires to move to a predominately remote-working environment, data and reporting are essential components of managing the workforce and gauging employee productivity. The system in place allows more agents to work from home, significantly reducing office space requirements and related costs. CTP is continuing to invest in its remote workforce with upgrades to its remote connectivity, including a new VPN concentrator that gives agents multiple avenues to connect to the main office.

The new system has positively impacted workers across the entire company, from frontline agents, account executives, and operations to IT, by giving them valuable time back in their schedules. Agents now have more time to service customers, while IT can focus its efforts on business-enhancing priorities rather than day-to-day issues with the phone system. “The one thing we don’t want to have to worry about is the phone system. We want to focus on our bottom line, which is the customer,” said Rhunette. “The cradle-to-grave logs that are provided in our cloud system allow us to maximize the customer experience and differentiate ourselves from our competition.”

The system has also helped CTP accommodate its rapid growth. Recently, CTP brought on a new customer that needed to be up-and-running within 30 days. The new cloud-based phone system allowed CTP to meet the customer’s needs by seamlessly moving an agent to the new customer site. The ability to remain agile and service customers on short notice has helped CTP to delight new and existing customers.

“There has been a 100% improvement from our old system to the new system. We’ve yet to experience any downtime,” said Christy. “Service and technology really go hand-in-hand, because now that we have the best-in-class technology, our agents can focus on what we hired them to do, which is to provide the very best service to our customers.”

“From day one, ConvergeOne felt like family,” added Rhunette. “The work that went into implementing our account was phenomenal.”



Support Center 24/7

For general support questions, please call:

1.888.321.6227



General Contact Information

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