



4 FTEs saved

70% improvement in OLA compliance

+3B customer interactions annually



Five9

INDUSTRY
Software Development

CHALLENGE
Improve the customer experience through real-time collaboration across customer service and technical support

SOLUTION
BMC Remedyforce automates incident management and shares data in real-time with Salesforce.com Service Cloud and Rally Software via Cloudaction's actionHub integration accelerator.

PARTNER
 Cloudaction

BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage.
BMC – Bring IT to Life

Contact center software vendor Five9 improves operational level agreement (OLA) compliance by 70% with real-time incident management

BUSINESS CHALLENGE

Five9 handles more than three billion customer interactions annually for the 1,000+ clients that use its call center software. When those customers call for support, rapid response is a top priority. In 2014, the company was grappling with customer issues that required escalation to level-2 and level-3 support. Getting the right data through the support chain was a manual effort involving too much duplicate data entry. A small team was dedicated to keeping data synchronized across three different tools.

BMC SOLUTION

Five9 engaged BMC premier partner Cloudaction to replace its outdated ticketing system with BMC Remedyforce to provide real-time, cross-team collaboration that would improve the customer experience. BMC Remedyforce captures, tracks, and reports on incidents and makes data available to all support teams, regardless of location, time zone, or language.

BUSINESS IMPACT

Cloudaction leveraged its actionHub™ integration accelerator to create an enterprise solution that facilitates real-time collaboration across the enterprise: among agents using Salesforce.com Service Cloud, operations, people using BMC Remedyforce, and developers using Rally Software.

- Single-click escalation to the next support tier eliminates duplicate effort, saving time, increasing accuracy, and **reducing resolution times**.
- Automated data flow and status updates across Service Cloud, Remedyforce, and Rally **improved operational level agreements (OLAs) by 70% and saved four full-time equivalents (FTEs)**.
- The ability to assess “the temperature of the customer,” **visibility into SLAs and OLAs**.

“Because Remedyforce runs natively on Salesforce, we have single authentication and out-of-the-box integration of accounts, contacts, users, workflow, and security,” says Tony Sorensen, Five9’s senior director of IT. “The actionHub was an advantage that Cloudaction provided to speed the delivery of the project.”