

## Region of Waterloo and Vocantas Team Up for Another Vocantas Expedited Delivery of Auto Shift Callout (ASC) to Replace JDA Vortex

*Vocantas' Flexible Delivery Model Once Again Offers Customers a Deployment Schedule and Implementation Plan Tailored to Meet the Organization's Needs*

November 9, 2017- OTTAWA, ON and WATERLOO, ON - Vocantas is pleased to announce that the [Region of Waterloo](#) has teamed up with Vocantas to deploy CallAssure™ [Auto Shift Callout](#), integrated with Waterloo's Kronos scheduling system. The Vocantas implementation team responded to the Region of Waterloo's tight timeline for deployment and offered a staggered go-live delivery to accommodate the Region's desired implementation approach. Vocantas' flexible team of implementation experts routinely work closely with customers to develop a plan for implementation that is best suited to each customer's unique needs and goals.

The Region of Waterloo had a short time window for implementing Auto Shift Callout to handle communication to their Paramedic Services staff because the Region's contract with their incumbent system, JDA Vortex, ended on September 30<sup>th</sup>. Vocantas was able to work with the Region of Waterloo's team to deliver a solution that offers shifts via interactive phone call, text, and email and enhances the end user experience with a new employee portal, while remaining on-time for implementation and live deployment.

"The Vocantas team partners collaboratively with each customer to provide a strategic schedule of solution delivery that best serves the needs and goals of the customer," said Gary T. Hannah, CEO, Vocantas. "The Region of Waterloo's requirement for a solution to replace Vortex quickly was no challenge for our team of experts, and we look forward to introducing employees to the Auto Shift Callout employee portal - allowing employees to indicate their preferred communication methods for receiving offers of shifts."

Vocantas looks forward to continuing to work with the Region of Waterloo on subsequent phases of this project to support the Region throughout its Auto Shift Callout journey.

### **ABOUT CALLASSURE™ AUTO SHIFT CALLOUT**

A module of the CallAssure platform, Auto Shift Callout contacts your employees via interactive phone call, text, and email to offer them open shifts, and your employees respond back via the same channels (phone, text, email). The module pulls employee relief pool lists and business rules automatically from the organizations scheduling system to contact all eligible employees in minutes, filling unexpected imminent vacancies in an organization's schedule.

### **ABOUT THE REGION OF WATERLOO**

The Region of Waterloo is a regional municipality located in Southern Ontario, Canada. It consists of the cities of Kitchener, Cambridge, and Waterloo, and the townships of Wellesley, Woolwich, Wilmot, and North Dumfries. The Region's mission is to provide innovative leadership and services essential to creating an inclusive, thriving and sustainable community.

## ABOUT VOCANTAS INC

Vocantas develops hosted and premise-based multi-modal communications solutions, including interactive voice, text and email, using advanced computer telephony and speech recognition technology to provide businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations in the higher education, utilities, healthcare and customer service environments improve outreach and engagement while reducing operating costs. Vocantas has partnered with Kronos to ensure that customers have a replacement for the previous communication partner JDA Vortex that is no longer supported by Kronos. Visit [vocantas.com](http://vocantas.com) for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

## Media Queries

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