

Crisis management company finds dependability with highest uptime contact center software



About

- Leading global provider of crisis management and risk mitigation services
- Helps organizations prepare for, respond to, and recover from a wide range of critical events, from mass casualty situations to data breaches

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Goals

- Remaining functionally operational throughout a crisis response
- Reduce spend on support for software and find a contact center solutions provider with a true partnership mentality
- Get new agents up and running faster while reducing delays

Approach

- Understood the high stakes involved in Black Swan's crisis-centric industry
- Involve senior leaders in initial conversations and field concerns
- Crafted a custom solution designed to support Black Swan's unique needs

Results

- Agents spent more time fielding calls instead of troubleshooting software issues
- More effective responses from counselors, due to managers having more time to fully brief counselors
- Significant costs savings due to Connect First's unlimited, complimentary support

Black Swan Solutions is a leading global provider of crisis management and risk mitigation services. Their services help organizations prepare for, respond to, and recover from a wide range of critical events, from mass casualty situations to data breaches. Utilizing prepared professionals paired with state-of-the-art proprietary technology, their solutions provide timely and accurate information during a crisis.

A system that couldn't keep up in crisis management

In the crisis management space, platform reliability is a number one priority. If a responder's software fails or their phone system fails, they consequently fail their clients.

And that's exactly what was happening.

Black Swan's previous and existing software vendors were consistently unresponsive to the company's urgent needs. Major delays occurred around activating new agents — the whole process could take an average of 1.5 hours per agent.

The delays also came with a hefty price tag. Support for their software system was running Black Swan \$75 for 15 minutes and was becoming a steady drain on their finances.

Worst of all, however, **some of their systems even faced difficulties remaining functionally operational throughout a crisis response.**

They soon realized that if they wanted to continue to operate effectively within the delicate crisis management arena, they would not be able to move forward with a sub-par contact center platform.

A high stakes contact center requires the best possible uptime

Black Swan set out to find a contact center solutions provider with a true partnership mentality — and the highest uptime possible.

They came across Connect First, a leader in the contact center solutions industry, famed for their **unmatched uptime and award-winning customer support**. Connect First immediately understood the high stakes involved in Black Swan's industry and began by involving senior leaders in initial conversations.

They listened to concerns and **crafted a custom solution designed to support Black Swan's unique needs**. Given Connect First's contractual uptime guarantees, their unlimited, ultra responsive and proactive customer support, and their ability to instantaneously activate agents, Black Swan decided to move forward and implement the new platform and solution.

Focus on the crisis, not the software

Black Swan's contact center software performance and stability had a direct effect on their agents' overall efficiency and ability to rely on their software's uptime. It also **enables each agent to fully focus on the crises at hand**.

Immediately upon transitioning to the Connect First platform, Black Swan saw agents spending more time fielding calls instead of troubleshooting software issues.

They noticed more effective responses from their counselors since call center managers now had more time to fully bring the counselors up to speed with important information on the crises at hand. And lastly, they **experienced significant cost savings due to Connect First's unlimited, complimentary support**.

About Connect First

Hi, we're Connect First. We create cloud-based contact center software that helps companies like yours unlock the potential of your contact center. We provide simple and elegant solutions to complex communication challenges. Built for the cloud from day one, our platform offers the highest uptime and most reliability in the industry. We care about your business as much as you do and seamlessly combine technology with a proactive high-touch customer support approach to help you do more with your contact center.

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