



Success Story #5

Help Desk Support

PROBLEM

Whenever Pivot would experience a technical difficulty, it would create an immediate influx of hundreds of support calls, overwhelming their in house support staff.

SOLUTION

Pivot needed a service provider that could handle a high volume of calls over a short duration of time. Anytime outages would occur, Pivot's internal staff was not able to keep up with the call volumes. Sound Telecom created a 24/7 support model that allows Pivot to roll important helpdesk calls for immediate triage and resolution. Sound Telecom provided detailed Level 1 service support escalating less than 2% of all issues received back to Pivot's level 2 team. This exceeded Pivot's initial support expectations by over 10%.

Professional. Friendly. Courteous.



Pivot's powerful instant messaging software drives profitability for thousands of stock trading rooms worldwide. They have the only messaging software designed for trading professionals.

RESULT

Although Pivot does not experience many outages, when they do, a huge volume of customers can be processed in real time rather than having to wait in an extended support queue. Day traders require service fixes immediately because the nature of their business. Sound Telecom ensures that Pivot's service response is prompt, knowledgeable and efficient.

**Let's Develop Your
Solution Today**

1.800.557.1550

www.sound-tele.com