



KYLIPTIX BUSINESS SERVICES

Productivity solutions for small-to-medium businesses everywhere

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Kyliptix Business Services Make the Difference at Centergistic Solutions

For over thirty years, Centergistic Solutions and its approximately 100 staff have been serving the telecommunications and contact center industries with real time performance analytics software for contact centers. To date they boast more than 3,500 successful contact center implementations throughout the world.

Scott Davis is Vice President and Chief Customer Officer at Centergistic. One of his strategic tasks is to identify key markets and establish new messaging focused on delivering real-time Goal Achieving Metrics, specifically targeted to each individual within a call center. Such an initiative and the associated business solution not only affect marketing and sales, but the most precious commodity of all – the customer information database.

Initially the company was using SalesLogix for these tasks. Operations were smooth until the system crashed and all data was lost. Remarked Davis “After experiencing this internal server problem, we quickly determined we did not want to host our own solution any longer and began looking for a hosted model that could handle all of our business processes such as contact, document and account management and tracking. An important part of my job is to track customers by opportunity, type of equipment and software they are using with notes and history. Without access to this information, I was seriously handicapped,”

With little time to spare, Centergistic set out to replace the existing system with a hosted solution that was web-based, cost-effective, reliable, and simple to use. Davis and his team chose Kyliptix Business Services (KiBS), productivity solutions for the small-to-medium business.

“KiBS represented exactly what we needed - a compelling price point, incredible service and response times, all in a reliable hosted web-enabled system,” commented Davis. “We have been impressed with the incredible service and response from Kyliptix. Already, we are able to say this is a mature tool and we are very happy to have it in place.”

