

CLIENT STORY

For an Easy to Use, Always Up UCaaS, Cayuse Technologies Turns to MicroAge



THE CHALLENGE

Cayuse Technologies is a fast-growing Small Business Administration Tribal 8(a) certified technology and government solutions provider. The organization carries out mission-critical projects and services for major corporations and government agencies, encompassing logistics, operations, IT support, and training—in addition to call center capabilities—for an impressive client list including the U.S. Departments of Homeland Security, Interior, and State, along with multiple branches of the U.S. military.

When the legacy on-prem phone system began suffering frequent outages, Cayuse needed to identify a more powerful, reliable solution. The choices are endless and overwhelming with literally thousands of UCaaS and telephony providers out there, but as a long-time client of MicroAge, the Cayuse team trusted the experienced and certified UCaaS and communications team to vet out the best in current telephony trends and technology.

THE SOLUTION

The MicroAge UCaaS and communications team met with the Cayuse team to understand what functionality the organization needed and how the current system was falling short. Among Cayuse's most critical needs were call recording and archiving, easy reporting, and uptime assurances.

The MicroAge team recommended RingCentral Contact Center for its reliability and broad feature set. Within a week of pulling the trigger, Cayuse received a batch of licenses to begin piloting before rolling out the solution to all 330 users.

THE BENEFITS

Cayuse's old reporting system was difficult to use and only produced raw data that the department heads had to spend hours manipulating to create the reports they needed. RingCentral Contact Center's easy-to-use reporting has been transformational for the managers, providing the analytics, dashboard views, and graphics for regular and ad-hoc client reports.

Other Benefits Include:

Enables business to meet their requirements of recording and archiving every call

Managers can use features to measure agent performance, create scorecards, determine coaching needs, make schedules, etc.



As a cloud-based system, it can be controlled and managed remotely, making deployment a cinch and Work-From-Home friendly

Outages are a thing of the past with guaranteed five nines uptime



You don't have to go it alone. Find out how the MicroAge UCaaS team can take the pain out of researching the best fit for your unique communications needs. **Call us at 800-544-8877 or visit microage.com**