

Telvista

ClearCube Answers the Call in New Contact Center



ClearCube PC Blades securely centralized and managed

OVERVIEW

► The Challenge

Find a reliable and flexible PC solution for a new contact center serving a wide range of corporate customers, each with a different IT standard.

► The Solution

Deploy ClearCube PC Blade solution throughout the contact center.

► The Benefit

An easy-to-support, full performance solution that provides the critical uptime on which the contact center and its customers rely. Increase security of equipment and data, and improve user work environment.

Telvista™ provides creative outsourcing solutions for customer care, technical support, consulting, and interactive voice response (IVR). It specializes in providing high-quality solutions to a broad range of mid-size and Fortune 1000 clients, combining state-of-the-art technology with a strategically located network of contact centers throughout the United States and Mexico.

“I highly recommend the use of the ClearCube solution, not just for the customer contact industry, but for any company that has more than 200 users in a given location.”

**-- Alvaro Holguin, CIO
Telvista**

ClearCube Answers the Call

“In the contact center environment, each client has their own IT strategy, and we have to be able to support a variety of standards,” says Telvista CIO Alvaro Holguin. “We make technology decisions based on a number of different factors, including our overall business strategy and the needs of our clients.”

When Telvista planned a new contact center in Odessa, Texas, the company evaluated different computing technologies for its end users including server-based thin-clients, distributed PCs, and the ClearCube PC Blade solution.

ClearCube delivers fully functional Intel® based P4™ computing to the end user’s workstation from a secure, centralized location. The traditional bulky box PC is removed from the work area and replaced with a small User Port about the size of a VHS tape. At the centralized location, ClearCube’s rack-mounted PC Blades deliver full on-demand computing to end users anywhere in the contact center as well as at offsite facilities. Additionally, the ClearCube Management Suite efficiently manages the entire solution and enables a single technician to manage all of the center’s computers, facilitating lower total cost of ownership.

ClearCube: The Clear Choice for Telvista

After a detailed analysis, Telvista determined that ClearCube was the clear choice for several reasons.

High Availability

Telvista installed several hundred PC Blades in the Odessa facility. One of the first benefits Telvista saw in the ClearCube technology was its reliability. "Downtime really impacts us," says Holguin. "With some customers, we invoice by the minute, and every minute of downtime means lost revenue." ClearCube delivers 99.9% availability and a less than 10-minute return to service, versus traditional PCs' 96% availability and 2- to 4-hour return to service. "That's a big part of ROI for us," says Holguin.

Stronger Security

Telvista also greatly increased equipment and data security. IT can now enable or disable the use of mass-storage devices (i.e. floppy, CD, or CDRW drives) at the desktop, so sensitive data cannot be downloaded and unlicensed software cannot be uploaded.

Simpler Manageability

The centralized PC Blades also enable Telvista's IT staff to remotely manage the system and easily upgrade or install software without time-consuming and disruptive trips to the user's desk. Should a PC Blade fail, the user can be switched to a spare PC Blade in a matter of seconds. When users need to move, their applications, data, settings, and preferences follow them to the next location. "It's a lot faster to move, add, or change users," says Holguin. "We can now quickly seat any agent at any workstation."

Telvista was able to consolidate its PC support staff, and now only one support technician manages all of the PC Blades from his desk on site in Odessa.

The ClearCube solution also provides a common hardware platform that is easier to manage and maintain than disparate computer systems spread across one or multiple sites. "Over a period of a few years, we would have to upgrade some PCs but not others, resulting in different performance levels and appearances across the contact center," explains Holguin. "Agents notice that and wonder, 'why didn't I get the new PC?' Now we can upgrade each PC Blade on the back end to fit the customer profile, creating less internal 'PC envy'. Our clients also see a uniform technology when they visit the site."

Improved Work Environment

Improving agent work environment was an important factor in Telvista's choice of ClearCube. The solution saves area significant space because the work area only needs a keyboard, mouse, and the small User Port (which is attached to the back of the monitor). The fan noise and heat of a traditional box PC is replaced with peaceful silence and lower cooling costs.



Improved work environment agents

A Positive Response

"Telvista is an innovative company, and we're always looking for innovative solutions to meet the needs of our customers," says Holguin. "ClearCube's PC Blade solution is very flexible and enables us to support our clients and their diverse technology needs. Telvista has been successful at giving our customers a better experience through innovation like this."