# Customer Success Stories

"The customer support has been outstanding...we look forward to our continued growth and partnership."

**Andrea Brown** – Director, Workforce & Program Management for Teladoc Health (page 10)

# MAKE CUSTOMER SERVICE A MORE HUMAN EXPERIENCE

The following customer stories and quotes highlight the challenges our customers have faced, and shares how Five9's passion and determination helped our customers succeed in their businesses.

At Five9, everything we do begins and ends with our customers. We believe that the contact center is quickly becoming the front door to a business and as we increasingly become a more e-commerce world, often the only time a customer interacts with a business is through the contact center. This is why Five9 is committed to making customer service a more human experience.

## Always Do the Right Thing for the Customer

KAR Global Case Study

# Streamlined Processes Improves Customer Service

KAR GLOBAL

## "We can now better service the customers. We were all on different systems and consolidating to one vendor helps empower our agents and brings us all to the forefront of technology."

**Adam Chobany** – Product Manager Unified Communications and Collaboration for KAR Global

### Customer Profile

Founded in 1989, KAR Global is an industry leader in auto auction and vehicle remarketing, KAR Global offers online auction platforms, inventory financing and related vehicle remarketing services. KAR operates with over 21 business units and is headquartered in Carmel, Indiana. KAR has over 17,000 employees across the United States, Canada, Mexico and the United Kingdom.

### Challenge

There were inconsistent customer experiences across contact centers due to the 20+ brands across the organization. KAR was using disparate unconnected systems between their contact centers and they needed to streamline the workflow and agent efficiency. There was also no analysis of trends in their legacy system.

### Industry

Retail, Automotive and Information Services

### CRM

servicenow

salesforce

### More Information

Case Study

### INITIAL BUSINESS RESULTS

- Seamless integration with Salesforce and Service Now
- Improved Operations at each contact center
- Enable contact centers to interoperate
- Valuable insights into contact center trends and deal intelligence

Gonzaba Medical Group Case Study

# Improving Customer Service

**73,000+**
Texts to Patients
Each Month

**ONE**
Call Center,
100 Agents

**3,000+**
Phone Calls
Each Month

**"Thanks to Five9 we now have an average 8% rate of no-shows, a reduction of 4%. SMS texting has improved the response rate by 15%, and even if patients don't reply, they use the text as a reminder."**

**Darryl Flores** – Director of Customer Experience for Gonzaba Medical Group

Watch Video →

GONZABA MEDICAL GROUP
Como Familia | Like Family

## "Our Technical Account Manager (TAM) is invaluable to us. He helped us implement an overflow queue, so if a threshold is met or exceeded the agent pool is expanded – to include our nurses – so they can assist."

**Darryl Flores** – Director of Customer Experience for Gonzaba Medical Group

### Customer Profile

Committed to the health of the senior residents of the San Antonio community Dr William "Bill" Gonzaba started his family practice over 60 years ago. With over 90 physicians and seven locations located throughout San Antonio Gonzaba Medical Group continues to stay true to its core principle value: "Como Familia" (like family).

### Challenge

Gonzaba Medical Group was interested in moving their desk phones to a true contact center solution. They had experienced limited flexibility with supervisors unable to manage the number of calls coming in, scheduling issues and with zero to limited reporting available.

### Industry

Healthcare

### CRM

salesforce

### More Information

Webinar →

Video →

Case Study ↓

### INITIAL BUSINESS RESULTS

- Insight into agent activities and real time alerts
- SMS Texting reduced the rate of "no show" patients by 4%
- Seamless integration with Salesforce
- Supervisors able to efficiently modify agent schedules and training to improve agent skills

DoorDash Case Study

# Smooth Transition in 30 Days

**"We needed to implement Five9 in a matter of 30 days and Five9 was able to accommodate our needs and changes – and hit the deadlines. It was a very smooth cutover process and our agents, customers, dashers and merchants didn't feel impacted."**

**Gina Wiley** – Product Manager for DoorDash

## Customer Profile

DoorDash is a technology company that uses logistics services to offer food delivery from restaurants on-demand.

## Challenges with Previous CC Vendor

- Poor support
- Limited functionality
- Stability issues
- Couldn't support our growth

## Five9 Empowered DoorDash

- Rapid deployment
- Smooth cutover process with no impact to agents or customers
- Seamless integration with Salesforce

## Industry

Logistics / Consumer Services

## CRM

salesforce

## More Information

Video →

DOORDASH

Watch Video →

Teladoc Health Case Study

# Flawless Implementation

**"We approached Five9 to ask how quickly we could be up and running. They guaranteed 45 days. In about 30 days – we hit the switch – and went to Five9. It was a flawless implementation."**

**Gary Britton** – Vice President of Operations and Development for Teladoc Health

## Customer Profile

Teladoc Health is a telemedicine company that uses telephone and videoconferencing technology to provide on-demand remote medical care via mobile devices, the internet, video and phone.

## Challenges with Previous CC Vendor

- Outsourced contact center, vendor had a high turnover rate
- Brought inhouse but still had issues with outages, inconsistency, instability, unreliability and lack of support

## Five9 Empowered Teladoc Health

- 97% customer satisfaction ratings
- 99% uptime
- 30% increase in call volume YOY with 20% less staff
- 30 days to deploy vs planned 180 days
- Moved to omnichannel

## Industry

Healthcare

## CRM

salesforce

## More Information

Webinar →

Video →

Teladoc HEALTH

**4**
Geo-located Contact Centers

**400+**
Contact Center Agents

**1.8M+**
Calls Handled Annually

**"The customer support has been outstanding. Five9's account and technical management team members are professional, knowledgeable, responsive and fun to work with. They are always willing to listen and partner with us to find solutions to address any business needs. We look forward to our continued growth and partnership."**

**Andrea Brown** – Director, Workforce & Program Management for Teladoc Health

Watch Video →

athenahealth Case Study

# Empowering Workforce Flexibility by Moving to the Cloud

athenahealth

## "Five9 is far easier than what we had before. We had to maintain a lot of equipment, which we no longer have since moving to the cloud. We also no longer have to deal with phone and hardware issues."

**Paul Bissonnette** – Manager, Customer Care Workforce Management for athenahealth, Inc.

### Customer Profile

athenahealth, Inc. partners with healthcare organizations across the care continuum to drive clinical and financial results. Combining insights from a network of more than 160,000 providers and 110 million patients the organization fields over 4,000 calls per day from medical personnel and billing departments. The goal is to resolve issues within 24 hours.

### Challenge

There was limited workforce flexibility due to the on-premises hardware, reliability issues and a lack of CRM integration was also impacting athenahealth, Inc. There was also a lengthy time for agent training for the hardware associated with receiving calls.

### Industry

Healthcare

### CRM

salesforce

### INITIAL BUSINESS RESULTS

- Cloud enables remote workforce
- Minimal training needed
- Integrates with multiple systems
- Reliable, high quality calls

NexRep Case Study

# Gives Us Everything We Need

**"We sleep well knowing that we've got Five9 to power our technology and to be there when we need. Five9 is there – lock step with us as we embark on things that have never been done before – to give us everything we need. We see them as partners, not just vendors."**

**Teddy Liaw** – CEO of NexRep

## Customer Profile

NexRep is one of the largest leaders in at-home outsourced contact centers with 100 percent U.S. based agents. NexRep provides omnichannel solutions for leading enterprises and brands for customer service and sales.

## Challenges with Previous CC Vendor

- Ability to maximize agent expertise, time and performance
- Need for secure technology for remote employees

## Five9 Empowered NexRep

- Call routing tools ensure most qualified, knowledgeable agents handle each and every call
- Secure, cloud technology for virtual workforce
- Revenue growth is increasing YOY
- Onboard new agents much quicker

## Industry

BPO

## More Information

Video →

NexRep

Watch Video →

Regent University Case Study

# University Doubles Call Volume Without Adding Staff

**"We were looking for a cloud-based solution and an organization that could grow with us. That's where Five9 came in. With Five9, we were able to double the amount of calls without having to increase our staff. Moving to the cloud was easy."**

**Jonathan Harrell** – Assistant Vice President of IT for Regent University

## Customer Profile

Regent University is an institution of higher learning located in Virginia Beach. Their student enrollment has doubled within the last five years to more than 11,000 with 70% of whom are online students. The university has been providing online education since 2000 and runs a contact center primarily focused on outbound calls for admissions, financial aid, and student advisory services.

## Challenge

With the existing on-premises contact center provider they had, they would not be able to continue support large call volumes which also showed lack of scalability for the university, there was no CRM integration and poor omnichannel delivery.

## Industry

Higher Education

## CRM

Microsoft

### INITIAL BUSINESS RESULTS

- Flexibility to scale
- Integrates with multiple systems
- Optimal omnichannel delivery
- Doubled call volume without adding agents

Lululemon Case Study

# Stretching the Possibilities of Customer Experience

## Going to the cloud gives Lululemon better results quickly

**"A huge advantage for Lululemon was the ability to instantly access many capabilities we didn't have before. A company like Five9 that brings services to market faster is really advantageous. Things like advanced IVR capabilities, call recording, work force management, analytics, insight – these were things that really constrained our previous system"**

**Devlin O'Neil** – Manager, Contact Center Operations for Lululemon

### More Information

Webinar →

**170%**
Agent Increase During the Holidays

**ALL**
Customers Can Communicate via Live Chat and SMS

**2 NEW**
International Contact Centers Opened in 2017

# What are Five9 Customers Saying

Online Reviews →

Gartner peerinsights

## Implementation & Usability

**"User friendly and simple to use"**

– Assistant Manager, Finance

**"Super fast contact center deployment"**

– Senior Developer, Services

**"Overall great product and service, seamless transition"**

– Director IS, Digital Marketing, Manufacturing

**"Implementation was easy, their team committed to our success"**

– Senior Operations Manager, Healthcare

## Reliability & Growth

**"Responsive and reliable"**

– Director, Customer Experience, Healthcare

**"Five9 continues to be on the cutting edge of cloud-based call center software"**

– Director of WFM, Finance

**"Five9 has kept pace with our growth, offering the right solutions and top-notch support"**

– Manager, Support Systems, Finance

**"This product has changed the way we do every-day business"**

– Call Center Director, Services

Gartner peerinsights™

## Integration & Features

**"Strong Salesforce integration and easy to build on"**

– Product Manager, Miscellaneous Industry

**"We rely on Five9 for inbound and outbound contact centers."**

– Sales Marketing Manager, Manufacturing

**"Five9 has enabled true omni-channel communications management"**

– SVP, Contact Center Director, Finance

**"True cloud-based telephony provider with extensive Salesforce Omni-Channel Integration"**

– Dir Apps, Media

# What are Five9 Customers Saying

Online Reviews →

Trustpilot

**"Five9 has let me maximize productivity since the first day I implemented it! I can custom create any campaign I need to get the results I want. My sales team loves it as it's very user friendly. Fantastic!"**

– Juliana

## Service & Support

**"The technical support and sales team were very helpful in getting me up and running very quickly"**

– John S

**"Call center software with great support"**

– Joe D

**"Very dependable service."**

– Tina A

**"Been using them for almost 3 years. It's worth the money. "**

– Mike H

**"Simply the best option."**

– Anthony R

**"The product is great."**

– Andrew L

**"Loving the service."**

– Edgar A

Trustpilot

**"My experience with Five9 has been exceptional. From discovery to implementation the amazing talent at Five9 makes the transition smooth and seamless."**

– Pauline B

## Efficiency & Experience

**"Five9 is the best vendor."**

– Stuart M

**"The employees at Five9 have been great to work with."**

– N.Z.

**"Great cloud base source**

– Joe D

**"Very reliable, best customer services in the industry."**

– Gabriel C

**"Very good software and has moved us further in our call center efficiencies."**

– Shane W

**"Overall great experience, Five9 is always running smoothly."**

– Stuart M

**"Five9 provides a comprehensive product with extensive options"**

– Shelley M

**Learn how Five9 can improve customer experiences for your organization.**

For more information visit **www.five9.com** or call **1-800-553-8159**