

CASE STUDY

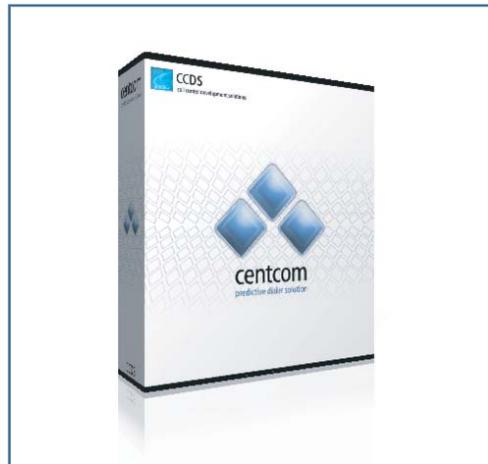
CENTCOM AT WORK: Client Success Story

“Our dialer stopped working, and there was no technical support.”

CCDS AND CENTCOM SAVE CALL CENTER FROM EXTENDED DOWNTIME.

David Brizard has no time to waste. Brizard manages a growing call center in Montreal. He loves the fast pace of the industry. In 2003, after a dozen years in the business, he made the move to become a call center operator, to run things for himself.

Everything was looking good, until the power dialer he had invested in went down. When he reached for technical support, he reached into thin air. His company had three weeks of down time.



His list-broker referred him to CCDS. Not knowing what to expect, he called. “Within three hours of contact, we were up and running,” says Brizard. And he has not been disappointed.

“The CCDS Centcom system is very

easy and simple to use,” he explains. “Our employees love it, we love it. It’s cost-effective, and it makes it easy to track sales.”



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What’s more, working with CCDS is very straightforward. “Billing is easy and convenient,” Brizard says. As for technical support, he hasn’t really needed it; but when he has had a question, the response has been immediate. “Technical support is quick,” he says. “CCDS can access the system right away and see what we see.

According to Brizard, Centcom is “the next-best thing to having your own in-house dialer.” Centcom’s double advantage is that it does not cost \$70k to start up, and there are no headaches.

“This is the way of the future,” says Brizard. “All call centers will be using this or a similar system.”



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