

Maximize IT Efficiency and Resources



Varolii Proactive Outbound Communication frees IT from the heavy costs and maintenance of managing its customer and employee communications. With Varolii, IT professionals can provide more strategic value by delivering new solutions to line of business owners in customer service in the contact center, collections, and workforce management.

What We Do

Varolii builds and hosts software that enables companies to automate the conversations that normally take place between contact center agents and customers.

We help several of the Fortune 500 communicate efficiently and cost effectively with large volumes of people in ways that isn't possible solely with a contact center. At the same time, we also solve the types of business problems that frequently drain a company's IT infrastructure.

And we leverage the existing technology investments you routinely support to do so.

Lower the TCO of Your IT Infrastructure

On-premise systems and equipment, such as predictive dialers in contact centers, are expensive to purchase and require IT resources to coordinate support and ongoing maintenance of hardware and telephony integration. Keeping everything running and maintained add to your costs because most equipment requires maintenance and dedicated IT staff.

Varolii off-loads that expense.

Better Leverage Your Existing IT Investments

Varolii allows you to leverage your existing technology and resources for a greater purpose, so you can generate a better return on what you've already invested in.

By integrating with such systems as your IVR, CTI, CRM, and customer contact databases, Varolii uses your back office infrastructure and the extensive customer data you already have to deliver highly targeted communications without the expense of contact center intervention.

OVERVIEW

Varolii Proactive Outbound Communication delivers automated communications that augment contact center communications.

THE BENEFITS:

- Lowers the TCO of your IT infrastructure
- Maintains a fully secure environment
- Delivers a feature-rich complete solution that doesn't require IT resources to build
- Integrates with any back-office system

HOW IS PROACTIVE OUTBOUND COMMUNICATION USED?

Consider this example: A bank customer is late on paying a bill. The company sends an automated phone call, email or text message (developed and delivered by Varolii), which informs him that he's past due and also allows him to pay over the phone, speak to a representative, and a host of other options without ever having to wait on hold or take up an agent's time.

Varolii communications are used to collect on bills, provide customer service proactively, update patients of health status, notify employees of critical events, and a whole lot more.

Benefits of a Fully Hosted Solution

MINIMAL CAPITAL INVESTMENT

A fully hosted model from Varolii does not require additional hardware or up-front capital expense beyond initial implementation service fees. Licensing fees associated with premise-based equipment and the costs of securing dedicated IT resources are no longer an issue because all maintenance and upgrades occur behind the scenes.

RAPID SPEED-TO-SAVINGS

Varolii, for example, offers quick time to market for a fully customized deployment specific to your exact business requirements and environment.

FULLY SUPPORTED

Varolii provides dedicated resources that not only help in deployment but provide ongoing monitoring and guidance on optimizing your results. The solution works as an extension of your own enterprise — applications are configured to your unique standards and requirements and you have a dedicated team of support around the clock (24/7), who are invested in your success.

Varolii also removes the burden on IT to manage the implementation, integration with back-office systems (such as your mainframe hosts, CACS, CRM, CTI, IVR, payment processing system, customer contact databases, and more) and daily management of the solution.

SCALES TO GROWTH

The solution scales based on your requirements. Rather than purchasing additional hardware, ordering T1s, expanding telephony equipment, or adding staff in the contact center during high demand, automated communications will scale automatically based on your requirements. Additionally, Varolii offers guaranteed service uptime and service level agreements.

FLEXIBLE CONTROL

We can also integrate and support the solution to your preferences: that means we can customize as much or as little as necessary to be flexible for your corporate needs. Further, we can either off-load the daily management or we give IT full control to monitor, evaluate, and track the results.



Varolii supports your solution in several critical areas.

“Varolii had very sound and stable practices for implementation, and they implemented the process very quickly.”

- Ted Parker

Information Technology
Director, QualxServ

Maintain a Fully Secure Environment

Varolii's infrastructure is built to provide multiple levels of security, ensuring that your sensitive communication is protected at every layer. From data centers, to message delivery, to the individuals that administer – Varolii ensures that your information is protected.

Founded on the ISO 27000 series information security standards, Varolii's security program addresses NIST, PCI, HIPAA, and other national and international requirements.

Varolii undergoes annual third-party security audits to ensure adherence to industry standards and best practices. We devote significant resources to proactive management of the service's security, and the evaluation of emerging security developments and threats.

A Solution You Don't Have to Build

While building in-house might seem preferable, there are several reasons why purchasing a fully hosted solution provides immediate and long-term benefits to your organization.

The primary advantage is the time and resources you save by off-loading the development, implementation, daily management and configuration, and ongoing support required to run the solution.

Consider the benefits:

- **Proven Expertise** — You benefit from the years of research and development, core competency, and the full support of industry experts.
- **Lower Cost** — Far beyond the initial direct costs, you save time, free-up IT staff, and avoid frequent maintenance.
- **Resource Allocation** — Off-loading solution management lets you focus on other critical areas of your IT infrastructure.
- **Minimize Risk** — Fully hosted solutions deliver proven features and capabilities, so you have assurance of what you're getting prior to making the investment.

There's value in partnering with people whose sole function is to ensure your success. Solution providers operate as a service rather than a stand alone product. The partnership does not end after the sale.

“ Varolii helped us out tremendously when it came to implementation. . . We didn't even have to borrow IT resources at all, which helped us immensely. ”

- Mike Burnor
Supervisor, Credit & Risk,
Vectren Utilities

ABOUT VAROLII

Varolii™ provides on-demand communication software and services that enable organizations to more effectively reach and interact with their customers and employees, getting the best result from every interaction.

www.Varolii.com

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