

# Americo sees improved productivity and customer satisfaction after replacing NICE

## Introduction

This case study of Americo is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.

“Calabrio has recorded 99% of the calls without having to reboot every morning, which is what we had to do with our last system. We also have the ability to tag calls, allowing us to share highlights with management.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Calabrio ONE:

- Used the following WFO solution prior to selecting Calabrio:
  - NICE
- Switched from their previous solution because of Calabrio’s:
  - Lower total cost of ownership
  - Product features
  - Ease of use
  - Unified suite/integration

### Company Profile

Company:  
**Americo**

Company Size:  
**Medium Enterprise**

Industry:  
**Insurance**

## Use Case

The key features and functionalities of Calabrio ONE that the surveyed company uses:

- Using the following Calabrio ONE modules:
  - Call Recording
  - Quality Management
  - Workforce Management
  - Advanced Reporting
  - Analytics
- Uses the following metric to measure their contact center’s performance:
  - Customer Satisfaction (CSAT)

### About Calabrio ONE

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015).

### Learn More:

[Calabrio](#)

[Calabrio ONE](#)

## Results

The surveyed company achieved the following results with Calabrio ONE:

- Experienced the following benefits since deploying Calabrio:
  - Reduced costs
  - Improved contact center efficiency
- Increased the productivity of their contact center by 10-30% after deploying Calabrio software.
- Increased their customer satisfaction rates by up to 20% since deploying Calabrio.