

# Large Enterprise Transportation Services Company

## Introduction

This case study of a large enterprise transportation services company is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Calabrio’s functionality is easy to understand and manageable while still being robust enough for even the largest call centers.”

“Calabrio has allowed us to streamline some areas and identify our next areas of need.”

## Challenges

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

- Top drivers for purchasing Calabrio:
  - Wanted contact center growth
  - Needed an upgrade or technology refresh
- Evaluated the following vendors prior to choosing Calabrio:
  - NICE
  - Verint
  - Aspect
  - Genesys

## Use Case

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

- Applications used in conjunction with Calabrio software:
  - The Cisco platform
  - A eLearning system

## Results

The surveyed company achieved the following results with Calabrio ONE:

- Rates the following in terms of how much they influenced the decision to purchase Calabrio software:
  - Lower Total Cost of Ownership: very important
  - Product features: extremely important
  - Ease of use: extremely important
  - Unified suite / integration: very important
  - Superior support and services: very important
- Benefits experienced since deploying Calabrio software:
  - Reduced costs
  - Improved contact center efficiency
  - Improved employee satisfaction
- Saw a return on investment (ROI) in 6-9 months after deploying Calabrio software.
- Increased the productivity of their contact center by up to 10% after deploying Calabrio software.
- Increased their customer satisfaction rates by up to 15% after deploying Calabrio software.

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Large Enterprise**

Industry:  
**Transportation Services**

### 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](#)

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