

Five9 improves operational level agreement (OLA) compliance by 70% with real-time incident management



“With BMC Helix Remedyforce, we have single authentication and out-of-the-box integration.”

Tony Sorensen | Senior Director of IT | Five9



4
FTEs saved



↑ 70%
improvement in OLA
compliance



+ 3B
customer interactions annually

Business Challenge

Five9 handles more than three billion customer interactions annually for the 1,000+ clients that use its call center software. When those customers call for support, rapid response is a top priority. In 2014, the company was grappling with customer issues that required escalation to level-2 and level-3 support. Getting the right data through the support chain was a manual effort involving too much duplicate data entry. A small team was dedicated to keeping data synchronized across three different tools.

BMC Solution

Five9 engaged BMC premier partner Cloudaction to replace its outdated ticketing system with BMC Helix Remedyforce to provide real-time, cross-team collaboration that would improve the customer experience. BMC Helix Remedyforce captures, tracks, and reports on incidents and makes data available to all support teams, regardless of location, time zone, or language.

Business Impact

Cloudaction leveraged its actionHub™ integration accelerator to create an enterprise solution that facilitates real-time collaboration across the enterprise: among agents using Salesforce Service Cloud, operations, people using BMC Helix Remedyforce, and developers using Rally Software.

- Single-click escalation to the next support tier **eliminates duplicate effort, saving time, increasing accuracy, and reducing resolution times.**

- Automated data flow and status updates across Service Cloud, BMC Helix Remedyforce, and Rally **improved operational level agreements (OLAs) by 70 percent and saved four full-time equivalents (FTEs)**.
- Visibility into service level agreements (SLAs) and OLAs gives Five9 the ability to better **assess and address the “temperature” of the customer**.

“ Because BMC Helix Remedyforce runs natively on Salesforce, we have single authentication and out-of-the-box integration of accounts, contacts, users, workflow, and security. The actionHub™ was an advantage that Cloudaction provided to speed the delivery of the project. ”

Tony Sorensen | Senior Director of IT | Five9

Learn more:

 [Visit the BMC Helix Remedyforce web page](#)