

callico

Callico Distributors Accelerates Their Communications with Vertical

Callico Distributors is a janitorial product and restaurant disposable redistribution company. With 55 users, Callico relies on their communications system to find success. When Callico began their search for a communications solution, they narrowed down their requirements to an easy-to-use, streamlined solution with in-depth analytics and reporting, the ability to integrate Outlook and Salesforce with their voice solution, and local service and support. After reviewing Callico's needs and operations, Vertical recommended that Callico select 8x8, with Service and Support from Vertical. The solution has overachieved, meeting all of their requirements.

EASY-TO-USE, RELIABLE COMMUNICATIONS

Selecting 8x8 helped Callico to streamline and guarantee their communications. In the past, they used cumbersome and unreliable solutions, that were difficult to navigate, with limited feature sets, that failed often. 8x8 solved all of Callico's pain points. With their new 8x8 solution, every Callico employee was able to quickly adapt to the easy-to-use platform. This was particularly critical when Callico shifted to a remote strategy in response to the Covid-19 pandemic. Users were able to immediately use the new platform from home with minimal remote training. By integrating their Outlook and Salesforce applications with 8x8, Callico increased productivity; now users no longer have to waste time navigating between platforms. Callico can now count on their communications, as 8x8 guarantees 99.999% uptime. The ability to swap to a computer or mobile phone adds in another layer of redundancy.

callico

CUSTOMER SNAPSHOT

Callico Distributors

Taunton, MA



8x8

X-Series



Highlighted Features

- Unified Communications
- Outlook and Salesforce Integration
- Analytics & Call Quality Reporting
- Call Recording for UC and Meetings
- Mobile and Desktop Apps
- Team Messaging, Presence, and Voicemail
- Sameroom Cross-Platform Team Messaging

INDEPTH ANALYTICS AND REPORTING

In the past Callico was unable to report on their communications statistics, leaving them with blind spots regarding employee productivity, communications usage, and customer experience. 8x8's analytics and custom reporting features have solved this issue. Today, Callico utilizes 8x8's tailored, granular, and user-friendly reporting. They can now track everything from internal calls, to number of inbound and outbound calls, to how long it takes to answer a customer call. Their reporting helps them to continually improve their customer experience.

AWARD WINNING SERVICE AND SUPPORT

Callico utilizes their phone system for the bulk of both their internal and customer-facing communications. Over 50% of their internal communications are conducted over the phone, as well as a substantial portion of their customer communications. Their communications are critical to the success of their business. Selecting Vertical for the Service and Support of their 8x8 system - a solution called V8 - ensures that Callico's communications are reliable and consistent. With V8, customers receive 8x8 combined with award-winning service and support directly from Vertical.

Vertical engineered Callico's system for 99.999% uptime and superior voice quality. Vertical is local to Callico, allowing them to relax knowing that help is always right around the corner. Vertical's dedicated 24/7 service and support and ability to deliver support remotely or locally ensures that Callico can gain support immediately. By selecting 8x8 and Vertical, Callico can focus on what matters: their business.

"Vertical's Service and Support Team is amazing. They are really attentive and responsive. Every individual we've worked with has been friendly, helpful, and easy to work with."

*- Cole Callahan
Director of Strategy
Callico Distributors*

www.vertical.com



Sales: sales@vertical.com

Support: support@vertical.com

Or Call 877-VERTICAL (877-837-8422)