



Promero, Inc.  
Pompano Beach, FL  
www.promero.com

#### Industry:

Professional Services

#### Annual Revenue:

US\$1.4 million

#### Employees:

15

#### Oracle Products & Services:

Oracle Contact Center Anywhere

**“To effectively respond to our customers’ needs, we required a highly stable and reliable contact center platform. We got that and more with Oracle Contact Center Anywhere, which also delivers extensive reporting and turn-key administration capabilities.”**

– Gregg Troyanowski, President,  
Promero, Inc.

### Promero Delivers a Reliable, Flexible, and Robust Contact Center Platform to a Global Customer Base

Promero, Inc. is an on-demand customer relationship management (CRM) and software service provider focused on the small- to mid-market. The company hosts applications for more than 100 organizations employing more than 12,000 agents worldwide.

#### Challenges

- Increase call center platform stability, reliability, and voice quality—in both hosted and on-premise environments
- Deliver a contact center offering that helps Promero’s clients drive sales and deliver quality customer service
- Empower call center supervisors with real-time functionality and enable a self-administering interface for rapid operational updates
- Deliver expanded reporting capabilities to the company’s customers

#### Solution

- Selected Oracle Contact Center Anywhere as the company’s call center platform
- Increased call center platform reliability from 93.5% to 100% over a four-year deployment period, and increased contact rate by 285%
- Enabled administrators to create an unlimited number of agents, and make edits and deletions in real time—improving efficiency
- Reduced the time required for administrators to create, deploy, and test system changes by approximately two weeks
- Enabled users to create customized call wrap-up codes that provide versatility for numerous telephone call scenarios and improve customer follow-up and sales processes
- Delivered improved reporting capabilities to the company’s customer base by providing more than 180 call center metrics reports along with the ability to customize additional reports
- Empowered supervisors with the ability to whisper coach and join any telephone call—accelerating training, and increasing agent utilization and effectiveness
- Ensured system availability in hosted and on-premise environments, providing more flexibility for small to mid-sized companies