

Altus Consulting Case Study



This Cisco integrator needed an open-standards, 3rd party recording engine to support clients' compliance needs.

OVERVIEW

A Cisco technology integrator (collaboration and call center) in Costa Rica and OrecX reseller focused on managed services, infrastructure projects and software development.

SOLUTION

This Costa Rican based Cisco integrator often sells audio recording software to customers (as a compliment to its professional services) for PCI compliance and agent evaluation and coaching.

The service provider was selling a recorder which they felt did not have a good user interface (UI).

Altus went looking for a new recording engine that would allow them to use their own UI through API integration.

"We were looking at different solutions and came across OrecX," said Alonso Bogarin, Co-Founder and CEO of Altus Consulting. "We really liked that OrecX supported open standards and was not proprietary, that it could integrate with our UI through API, and that it was able to scale to hundreds or thousands of agents."

"The OrecX platform has been very stable, which is critical because many of our customers record for compliance."

Alonso Bogarin
Co-Founder and CEO
Altus Consulting

Location:	Costa Rica
Solution:	Oreka TR (Total Recording)
PBX:	Cisco

Success

“We are selling OrecX to a lot of our new customers because Oreka TR meets all their requirements and because of OrecX’s local support. Many of these customers come to use with other call recording solutions who don’t offer local support in Costa Rica. Some of them are good recorders, but without local support in this region, they are a challenge.”

“It is relatively easy for us to move these businesses over to OrecX with our first level of support. When they need additional help, we escalate them to OrecX who provides great local support services.”

Most of Altus’s customers have 20-50 agents, but it does have larger clients. “We do have bigger clients as well, around 700 agents. For these companies, we utilize OrecX’s instance licensing model, which works well for us.”

“Another thing we like about OrecX is its free demo lab licenses. This is very helpful to us. It allows our customers to try OrecX before they buy it. OrecX offers the flexibility to test longer if they need it. We can extend the trial because OrecX is so flexible. This flexibility helps us close deals.”

“We haven’t had any issues with OrecX, and this is very important to us because many of our customers record for compliance. When they need to listen to an interaction, they want it and don’t want any excuses for not having it.”

Future

“Oreka TR is one of our main products, and we plan to keep using it. We also plan to implement OrecX’s screen recording and speech analytics recording products. “Customers ask us for speech analytics all the time, and some inquire about screen recording.”

