

Contact Savvy®

The industry's leading cloud-based, next-generation solutions for dialing and optimized contact management. Bring your contact management to the cloud – and your connect rates to the moon.

Business Challenge

Compliance headaches, telco costs, transient consumers, hardware obsolescence – it seems that running an efficient calling campaign becomes a bigger burden by the week. When combined with the resources associated with IT maintenance, managing your workforce and handling administrative tasks, it's hard to imagine how doing business is even possible.

When it comes to contact management in the evolved ARM and healthcare industries, keeping costs low and reducing solution complexity should be your number one priority. Reduce hours spent wrangling your tech infrastructure, save collectors time, pay less for telecom and assist your compliance efforts – those are your tasks. What's the best way to meet them?

Solution Overview

The Contact Savvy® contact management solutions from Ontario Systems® are a SaaS offering, with manual dialing and fully automated Inbound/Outbound, IVR and messaging capabilities. Hosted at our facilities, saving you the cost and effort of upgrading and managing your own hardware, the Contact Savvy solutions are operated using the browser and user interface with which your associates are already familiar. It's fully integrated with the Ontario Systems core enterprise products and optimized for use by our consultants with the added benefit of the OS Business Performance™ solution. It's the perfect answer to your industry's perfect storm.

The Contact Savvy solutions give you the capability to:

- Scale dialing capacity as needed
- Detect answering machines with precision and accuracy
- Automate bad or outdated number removal and other routine transactions
- Route inbound contacts to the right agents
- Analyze performance data at a glance

Worried about TCPA Compliance?

The Contact Savvy solutions can be deployed in a Manual Dial ONLY configuration that eliminates the capacity to autodial.

Don't sacrifice your compliance tools by using a desk phone or using your autodial platform to make a preview dial. Use a service purposely built for maximum TCPA compliance.

The Contact Savvy manual platform maintains all the compliance controls, recording and logging, while ensuring only manual calls are made to cell phones.

Critical Differentiators

Hosted technology in general provides a number of advantages to the average business owner – and there's only one company offering fully-integrated, cloud-based contact management solutions in the industry. Lower cost of ownership, higher contact rates, more inbound connects, reduced operational complexity – all in service of wider margins and greater profits.

The Contact Savvy solutions enable:

- Fewer redials, more live-answered calls
- Scalable technology to match the ebb, flow and growth of your business
- Faster account portfolio workthrough
- More compliance tools to assist with state and federal calling restrictions
- No "per-seat" license restrictions
- High uptime with redundant network connections

Get in touch today, and we'll show you why the Contact Savvy solutions make a difference tomorrow.

