

EVERSANA OPTIMIZES ITS GLOBAL CONTACT CENTERS WITH KLEARCOM

BACKGROUND

Eversana is a global leader in the life sciences industry, specializing in providing comprehensive solutions that help bring life-changing therapies and products to patients worldwide. With a mission to support both pharmaceutical companies and healthcare providers, Eversana operates in diverse markets, providing services that range from drug commercialization to patient support.

CHALLENGE

With its global footprint and 24/7 customer support needs, Eversana's contact center operations **required constant monitoring and real-time assurance** that all phone systems were working as expected.



The company's previous methods of manual testing, which involved reaching out to **local agents to dial numbers and verify functionality**, became increasingly inefficient and unsustainable. As the organization grew, so did the complexity of testing toll-free numbers, local numbers, and IVR systems in a variety of countries.

Eversana needed a solution that would streamline this process, eliminate the risks of human error, and offer **real-time visibility** into the performance of their voice systems, all while scaling with their expanding global operations.



SOLUTION

Eversana turned to Klearcom's innovative **automated testing platform** to address these challenges. The implementation of Klearcom's platform was swift and seamless, with Eversana's technical team receiving dedicated support from Klearcom's Client Operations team.

Klearcom's solution provided Eversana with the ability to **conduct on-demand testing** of their toll-free numbers, IVR systems, and other voice systems in real-time. The flexibility to **test numbers on a scheduled basis** also allowed Eversana to proactively monitor their systems, addressing potential issues before they could affect customers.

Klearcom's **detailed reports** enabled the Eversana team to take immediate action to resolve any issues, ensuring that their global customer support operations ran smoothly at all times, regardless of time zone.



We were facing constant pressure to ensure our phone systems were working flawlessly for customers across multiple time zones. Klearcom's platform has been a game-changer for us.

MARGOT THORNTON

Global Contact Center System Manager



IMPLEMENTATION

The implementation of Klearcom's platform was swift and seamless, with Eversana's technical team receiving **dedicated support from Klearcom's Client Operations team**. Klearcom worked closely with Eversana to ensure all specific needs were met, including automating the testing processes and setting up a system for ongoing, proactive monitoring.

As a result, Eversana gained the ability to test numbers on-demand in over 100 countries, providing **immediate feedback on the performance of their systems**. The flexibility of the platform allowed Eversana to customize testing for different regions and carriers, ensuring that their global operations ran smoothly without the need for manual checks or delays.



AT A GLANCE



Ability to test numbers on the fly to ensure they are working.



IVR systems and numbers optimized with validation in 100+ countries.



340+ Carriers available for local testing globally, both fixed line and mobile capability.

CONCLUSION

By implementing Klearcom's automated testing platform, Eversana was able to streamline its testing processes, reduce manual interventions, and **gain real-time visibility** into the performance of its IVR systems and toll-free numbers across multiple regions. This not only improved operational efficiency but also enhanced the company's ability to meet customer demands more effectively.

Klearcom's solution has allowed Eversana to **scale its operations without compromising on the quality of service**, providing the company with peace of mind that their systems are always functioning at optimal levels. As Eversana continues to grow its global presence, the Klearcom platform remains an essential part of their strategy to maintain high standards of customer service.

IMPACT

Eversana saw immediate improvements in operational efficiency. The **elimination of manual testing reduced response times**, ensuring that any issues were identified and resolved before they impacted customers. This proactive approach to testing allowed Eversana to deliver superior customer support on a global scale.

Eversana also benefited from the flexibility of Klearcom's platform, which enabled them to **tailor testing for specific carriers and regions**. This granular approach allowed them to address regional challenges more effectively, ensuring seamless service delivery across all global markets.



Through our partnership, Eversana now has the tools to proactively monitor and resolve issues, ensuring smooth operations around the clock.

CHRISTINE RAMSEY

Head of Client Operations, Klearcom

klearcom



EVERSANA®



sales@klearcom.com



INT: +353 1 5256748
US: +1 866 986 6016



klearcom.com