

Customer Success Story

How Unified Global Solutions increased connect rate by 50%.



Challenge

With Unified Global Solutions' dialing focused on revenue and customer value - they were looking to improve their sales dialing process. With their existing power dialer limiting their potential, they needed a more advanced dialer.



Solution

After a search where half a dozen dialers were reviewed, they chose Readymode as their preferred solutions provider to improve their sales dialing operation. They were confident in Readymode's ability to optimize their dialing while maximizing results.



Outcome

Readymode's simple deployment and easy set-up were exactly what Unified Global Solutions were looking for a boost in production. Ultimately, the operational opportunities have become the catalyst for success with Readymode.

About Unified Global Solutions

Unified Global Solutions is passionate about business communications. They believe efficient and effective communication is the foundation of all good business. After all, business is predicated on people, and the interaction of people is what makes it all happen: the products, the services, the deals and the agreements. Innovative enterprise leads to enhanced quality of life and that is their goal.

Since partnering with Readymode, Unified Global Solutions has...

+50%

more talk time per agent

+30%

more appointments

+50%

higher connect rates

+20%

increase in sales

Previous Dialing Operation

During Unified Global Solution's Power Dialer days, they were hitting a ceiling with their productivity. Being an organization that is passionate about communication, they were aware that there were areas for improvement within their sales dialing operation. Their operations team had a vision that extended far beyond their existing dialing setup, and thus began their journey of looking for a suitable dialing solution.

Looking for Opportunities within the Dialing Operation

Their path to ReadyMode presented their team with many areas for improvement. They needed a solution that was easy to deploy and service, operationally they wanted low touch and high uptime.

As a predictive dialer that has a simple setup with steady high performance, we were able to showcase how the right dialing setup would be suitable for their teams.

There was also a focus on value, many dialers boast a wide range of features but they do not necessarily do them all well. At Readymode, we are focused on providing the right solution for your business, and this was something that was built out with the Unified Global Solutions team. Evidently, in a short period of time, they have been able to boost their sales dialing operation with immediate positive results. Readymode's straightforward predictive dialer allows for their IT/Operations time to be directed toward more pressing issues. This allows for dialer management to be less taxing on their team.

As they continue to progress through their Readymode partnership, they are finding other tangibles beyond the platform itself. Our initial solution-oriented approach continues with our technology/support and customer success teams that focus on helping them scale.

Unified Global Solutions is able to dial with ease and confidence as the dialer works as intended, aided by great reporting, our strong responses to questions, and our ability to maximize the efficiency of their business development reps.

About Readymode

Readymode is an all-in-one call center solution for today's call centers and sales organizations. Its predictive dialer software can triple talk time by supporting up to 28 outbound lines per agent, while its ACD system allows for unlimited inbound queues and built-in CRM offers industry-leading analytics and reporting.