

Case Study

Empowering Global CX: Transcom's Journey with Dizzion's Desktop as a Service



Transcom

Industry: Business Services / Contact Center

Dizzion Product: Complete

Infrastructure: IBM Cloud

DIZZION

 **IBM Cloud**



The Challenge

Transcom is a global customer experience specialist, providing customer care, sales, technical support, and collections services through an extensive network of contact centers and work-at-home agents. Apart from that, they focus on providing their clients with next-gen, AI-powered CX through cutting-edge tech and a hunger for innovation. They have 30,000 customer experience specialists at 90 contact centers across 28 countries, delivering services in 33 languages to international brands in various industry verticals.

Transcom has been a Dizzion customer for over 10 years, during which time their needs have evolved. Originally, their Director of IT for North America, Brent Hernandez, had heard about Dizzion and reached out to learn more. After evaluating Dizzion's solutions, they opted to move forward with a Managed Desktop as a Service solution. They first sought out Dizzion as a solution for providing their customers with a reliable DaaS solution coupled with an outstanding end-user experience. However, during the pandemic, the needs of their clients changed, and they were thankful they had an existing relationship with Dizzion, enabling them to offer additional solutions to meet those changing needs.



The Solution

When asked about the overall relationship with Dizzion, Hernandez stated: **“What we did not anticipate were the number of other benefits we realized after partnering with Dizzion – including the real-time support, the collaborative nature with them, and the level of care they took with our customers. Having a dedicated Account Manager that we could reach out to and speak with (vs just filing a support ticket) was a game changer for us”.**

With the introduction of Dizzion's zlink BYOD functionality in addition to Dizzion Virtual desktops, Transcom was able to offer bring-your-own-device type work in a work-from-home environment to a lot of places they couldn't before - especially in Europe where there were more stringent security standards. With Dizzion, it was easy to meet the strict security requirements that many of Transcom's customers demanded. Few competitors could offer anything remotely close to Dizzion's Desktops combined with zLink BYOD. As a result, Transcom could position the solution in a much more appealing way, especially for companies in Europe looking to support the work-from-home model.

Additionally, as customer needs quickly changed resulting from the pandemic, supporting a work-from-home model became a huge benefit Transcom could offer all its customers.

“Dizzion became a great launch pad to help us react to quickly changing customer needs – customers who had never considered offering work-at-home now had a solution they could implement immediately without ramp time” Hernandez shared. “The speed and efficiency at which they could scale their work-at-home model was a game changer.”



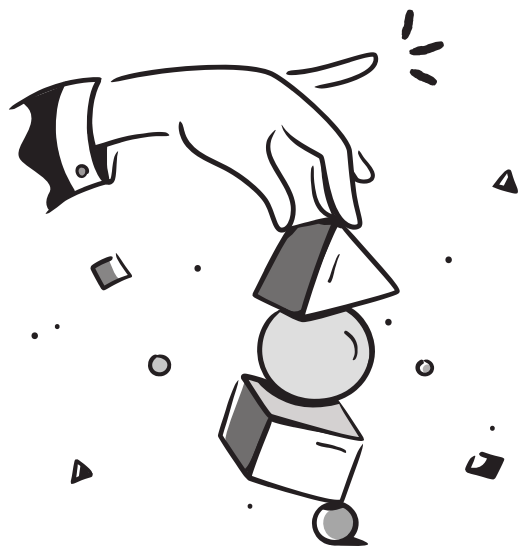


The Results

“Dizzion stands out as one of the most collaborative and supportive vendors that we work with, providing easy follow-up and regular communication. They always make themselves available when we have any issues.” said Hernandez. Dizzion’s solutions have enabled Transcom to grow and enter new markets (i.e. Europe). As an example, because of the solutions Dizzion offered, Transcom was able to onboard a new client in Amsterdam who needed 300 digital workspaces. There are countless examples where Transcom came to the Dizzion team with a specific request and Dizzion worked to find a solution.

“Quick deployments and being able to ramp rapidly have made Dizzion our go-to solution for temporary office setups, allowing us to be agile with our standard processes and ability to react to customer needs swiftly.” Hernandez stated. Add to that the great desktop experience, and being able to provide that remotely and quickly, has been paramount for Transcom.

Overall, Dizzion has been a major benefit to Transcom from an operational standpoint. With Dizzion, Transcom can help its clients who want to diversify their operations by enabling a geographically dispersed workforce, offering a mix of work-at-home and in-office setups.



Dizzion stands out as one of the most collaborative and supportive vendors that we work with, providing easy follow-up and regular communication. They always make themselves available when we have any issues.

Brent Hernandez
VDI Enablement Manager

Direct Contact

Sales Inquiries:
[888-225-2974](tel:888-225-2974) Opt. 1
sales@dizzion.com

Social

