

Why Move to the Cloud?

Eliminate expensive upkeep costs and replace aging contact center infrastructure by moving your contact center to the cloud with a secure, reliable, and scalable solution.



Reduce Cost

On-premises solutions require large upfront capital expenditure and ongoing costs associated with hardware, facilities, and staff. These deployments require a significant amount of staff hours to maintain the system. Eliminate these costs by moving to a cloud solution. ComputerTalk offers flexible pricing options to meet your organization's needs.

→ Success Story

A leading American detention supplier, migrated their call centers from Cisco Unified Communications platform to ComputerTalk's ice Contact Center with Teams. The move to the cloud saved the company approximately \$200,000 per year in infrastructure.



Increase Scalability

A cloud contact center allows for greater scalability. Increase or reduce agent count to quickly respond to seasonal demands or unexpected situations. Scale during peaks and then return to normal operating levels. Or start with a small contact center and increase agent count as your company grows. In addition to seat count, easily add new features as your business needs change.

→ Success Story

During the COVID-19 pandemic ComputerTalk increased capacity for a customer up to 400% of regular capacity and deployed several new contact centers in just days.

Simplify Maintenance



With on-premises solutions, maintenance is split between internal support staff, contact center vendors, and infrastructure service technicians. When you move to the cloud, ComputerTalk is responsible for implementation, hosting, operations, and day-to-day maintenance. This unifies contact center maintenance and eliminates the need for specialized internal resources to run and maintain the infrastructure and software.



Ensure Security and Compliance

Security is a significant concern for many organizations moving to the cloud. ComputerTalk deploys industry-standard security technologies, including firewall, intrusion detection, real-time alert monitoring, anti-virus, and remote access, to ensure high-security standards are met. Regular external and internal vulnerability scanning, and high/critical remediation are performed in each of our data centers. ComputerTalk only uses SOC-compliant colocation data centers and operates under a comprehensive Information Security Policy, validated annually by third parties for SOC 2 Type 2 and PCIDSS compliance. Our data centers are also HIPAA, PIPEDA, and PIPA compliant.



PIPEDA

PIPA



ComputerTalk's data center operations are governed under a strict program to provide compliance which includes safeguards to protect personal and confidential data, including physical security, data security, intrusion and malware prevention, and staff training on the safeguarding of confidential information. The solution employs TLS and HTTPS secure transport for all data communications over the internet. Systems are regularly updated with new security features. ComputerTalk also offers payment processing automation, icePay, which allows customers to enter their credit card information via DTMF using our PCI compliant solution. This reduces the PCI scope within an organization, prevents agent exposure to credit card information, and ensures customers that their data is secure.



Enhance reliability

As a cloud service provider, ComputerTalk manages many contact centers and has the expertise to offer highly reliable solutions to our customers. Our contact center experts are responsible for hardware upgrades, maintenance, and ongoing monitoring. We offer 99.99% availability. ComputerTalk's active/active high availability allows multiple ice servers to be active concurrently, with redundant telephony and unified administration, configuration, and reporting. Agents are homed against one server in a cluster but can failover to any other server in the cluster at any time, either automatically because of an outage or manually in the case of maintenance. If an agent's home server fails, they will automatically failover to the secondary server, and new calls, chats, and emails are immediately routed to the secondary server. Once the primary server comes back up, agents will reconnect to it so they can be moved back home.



Fast Deployments

By selecting a cloud solution, your contact center can often be deployed faster than if you are deploying on-premises. ComputerTalk already has our data centers set up and ready for new customers, whereas with an on-premises solution, the organization needs to build out the necessary environment.

→ Success Story

A municipal government needed to quickly implement a contact center to facilitate COVID-19 vaccination appointments across the region. Their ice Contact Center application was built and deployed in the cloud in just under 4 business days.



Improve resilience

For those who want to ensure availability even in the event of a disaster at the data center location, ComputerTalk offers multisite solutions. A multisite solution allows customers to remove data center location as a single point of failure.

Our geographic diverse solution functions the same way as our active/active high availability solution but with some servers in a different location. In the event of a failure, ice Contact Center actively load balances your workloads across an unaffected geographic location for continuous uptime, ensuring that one location will be up and running.




Regular updates and upgrades

In the cloud, your solution is regularly updated to ensure security vulnerabilities are eliminated, and new features are available for you to take advantage of.

With an on-premises solution, you need to ensure you have the in-house expertise to repeat an infrastructure deployment once the solution is out of date or end of life. Often the staff responsible for the initial deployment have moved on to different roles by the time an upgrade or new solution is required. This causes issues as the solution gets deployed, the person who did the deployment moves on, and nobody remaining knows how the solution works when something goes wrong. Cloud solutions benefit from having contact center experts engaged all the time.

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About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.



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