

SpeechCycle saw the future.

And achieved scalability and automation unmatched in their industry

SpeechCycle designs Rich Phone Applications handling millions of calls a month for leading communications service providers, with high automation rates and customer satisfaction scores consistently over 90%. The challenge? They needed to increase traffic fivefold –and expand their existing infrastructure to deliver the next generation of their award-winning speech systems.

(Massive) Capacity on demand

To meet this challenge, SpeechCycle turned to Tellme. Already answering 2 billion calls a year for leading enterprises on a bullet-proof 99.995% network, the Tellme platform provided SpeechCycle the capacity they needed and the ability to handle unforeseen traffic spikes of any size.

99.995%

Tellme's geographically diverse data centers and redundant system architecture –featuring the latest in provisioning, mirroring, and virtualization technologies –minimize the risk of service interruption for SpeechCycle's applications. What's more, Tellme's 24x7x365 Network Operations Center (NOC) ensures that every system is online and performing at top capacity.

Outsource the headaches

SpeechCycle benefits in two ways from this partnership. First, they freed themselves from the costs of provisioning additional capacity and the operational headaches of keeping their always-on speech platform running.

Second, they no longer worry about ongoing maintenance fees or costly system upgrades. With Tellme, they inherit new features and functionality with zero downtime, zero effort, and no incremental cost. Now SpeechCycle can focus on what they do best –delivering innovative solutions for powering the next generation of enterprise speech adoption.

Why Tellme?

Obsessed with experience

- Patented 3G concatenation
- Massive, licensable grammar and audio libraries
- Dedicated continual refinement staff

Carrier-grade reliability

- Capacity on demand, over 2 billion calls a year
- Geographical redundancy, managed by a 24x7x365 NOC
- Deep carrier TDM and VoIP integration

Free upgrades for life

- Zero downtime for platform upgrades
- Advanced, on-demand feature sets
- Open-standards compliant VoiceXML engine

Change the conversation

www.tellme.com/partner

Tellme.
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SpeechCycle

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