

# LiveOps

## Case Study



By implementing an EtherCloud VPLS solution from GTT, LiveOps improved the performance of its cloud contact centers and gained direct access to Amazon Web Services (AWS).

## The Opportunity

LiveOps is the global leader in cloud contact center and customer service solutions. This multinational company services more than 400 global clients and 30,000+ users.

LiveOps needed a secure, private network that guaranteed optimal application performance so its customer service agents never lose contact with customers. The company required a global network capable of reaching customers anywhere in the world, coupled with service delivery to keep pace with its continuous growth.

## The Solution

LiveOps placed priority on the security and reliability of its global network to ensure the highest level of customer service. GTT's global reach and network scalability provided LiveOps with the ability to serve customers located anywhere in the world.

GTT designed a high-capacity EtherCloud VPLS network solution to connect LiveOps' large data centers located around the world. The VPLS solution ensured all information, databases, profiles, and datasets were continuously in sync and backed up. The GTT team also customized a private VLAN solution for LiveOps' 400+ global clients to deliver maximum flexibility and security. In addition to improving network security and connectivity, GTT optimized application performance for LiveOps by providing a private, secure, high-bandwidth connection to Amazon Web Services to improve the performance of its cloud contact center solution.

## liveops

LiveOps is a leading cloud-based virtual contact center that has revolutionized sales and customer service. Its 20,000 independent, work-from-home agents provide professional contact center services to the company's 400+ worldwide clients.

# The Results

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## Fast, Secure Access to Leading Cloud Applications

LiveOps utilizes cloud computing services from Amazon Web Services for its cloud contact center operations. GTT provides direct, secure access to AWS and increases the privacy, reliability, and end-to-end performance of this cloud application.

## Bandwidth On-Demand

LiveOps never needs to worry about bandwidth constraints as its customer base grows. GTT's VPLS service is flexible with burstable bandwidth and pay-as-you-go pricing.

## Global Network Reach for Effortless Expansion

LiveOps adds new customers every day, all over the world. With GTT as a network partner, the network can keep pace with the company's growth, allowing it to add capacity wherever and whenever the company needs it.

## Low Latency, High Performance

GTT connects LiveOps' customers to redundant data centers utilizing low-latency and high-performance paths for immediate access to its cloud contact center platform.

## Rapid Installations

GTT responds quickly to support LiveOps' fast and consistent growth, installing new circuits in a matter of weeks.

## Always-Available Live Support

Global-network monitoring and technical support is available from GTT's network operations centers around the world, guaranteeing superior client service at any time of day.

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## Contact Us

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