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100 Most Promising Oracle Solution Providers 2015

Oracle's long array of solutions are the driving force behind many enterprise operations around the world. Known for its sophisticated relational database, the company is serving as the backbone for many Fortune 1000 corporations. Being the first company to develop and deploy 100 percent internet-enabled enterprise software, Oracle today remains the best pick in running financials, server and storage systems, middleware and engineered systems. The company serves almost every other industry vertical including engineering and construction, healthcare, insurance, financial services, life sciences, telecommunications, automotive, industrial manufacturing and oil and gas.

Oracle enables its clients save significant costs by outsourcing their core computing functions, rather than running and maintaining a slew of servers in-house. The company has spent the last 10 years rewriting every one of its on-premises enterprise application for the cloud. As a result, the company is in a position to offer the best-in-class cloud based services to meet client requirements. Services like the Infrastructure as a service (IaaS)-lowering customer's cost in infrastructure; storage services featuring backups, archive, file

storage; and Platform as a service (PaaS)-delivering automated work through software--the list goes on. Further, the company's new solution-Oracle Mobile Cloud Services is helping clients simplify and secure the process of connecting mobile applications to enterprise systems and other cloud services.

With Oracle intent on winning the race to the cloud and emerging as a dominant force in cloud computing—based on the completeness of its offerings across the stack—the Oracle partners will have a big role to play moving forward. Through this edition of CIOReview, we aim to help the readers get more insights into the capabilities of major solution and service providers cemented in Oracle technologies. As a prelude to CIOReview's 100 Most Promising Oracle Solution Providers 2015, our selection panel evaluated the companies that showcased in-depth expertise in delivering integrated and innovative technologies that add value to the Oracle landscape. A distinguished panel of CEOs, CIOs, VCs, analysts and the editorial board of the CIOReview selected the final 100 companies.

We present to you CIOReview's 100 Most Promising Oracle Solution Providers 2015.



Company:

VoltDelta

Description:

VoltDelta is a cloud based contact center provider delivering virtual contact center solutions

Key Person:

Jonathan Huberman
CEO

Website:

voltdelta.com

VoltDelta

Transforming Contact Centers into Cloud-based Customer Experience Centers

Increasingly complex customer needs require great collaboration between departments and a better representation of customer service at the executive level in order to deliver a truly customer-centric service strategy. Observing that CIOs are challenged to integrate with more channels of communication, Jonathan Huberman, CEO of VoltDelta explains, “Data not only has to be tracked within a channel, but also referenced across all channels.” Digital presence and mobility are expanding communication alternatives while fueling expectations that contact centers must be aware of a customer’s previous inquiry, even if it occurred on another channel such as a web page or a chat session. VoltDelta has well understood this theory as an Oracle Gold partner by delivering cloud-based contact center solutions that combine the personalized knowledge maintained within the Oracle Service Cloud with VoltDelta’s call and message handling.

Targeting this multichannel challenge, VoltDelta with Oracle Service Cloud CRM and Oracle’s data repository helps build communications infrastructure that connects customers with agents over calls, emails, chat, and social media. Oracle’s Service Cloud allows contact centers to convert data into contextual knowledge that makes each customer feel they are being treated to a personalized experience. VoltDelta’s virtual contact center solution is embedded within the Oracle Service Cloud, allowing agents to have complete multichannel communication control from a single desktop screen. Huberman explains, “With VoltDelta’s virtual contact center solutions agents are continuing to view their familiar Oracle CRM screens.”

VoltDelta empowers Oracle Service Cloud users with DeltaACD 2.0 (Automatic Call Distribution). DeltaACD is a cloud contact center that allows organizations to deploy agents anywhere there is an IP or a telephony connection. DeltaACD makes it easy to dedicate agents to specific channels, or blend calls, emails, chat and more to each agent. VoltDelta’s cloud IVR solution, DeltaDialog, also makes voice automation more intelligent and effective via its integration with the Oracle Service Cloud. DeltaDialog checks with the Oracle system to identify if a caller has recently interacted with a contact center agent. If so, the IVR will acknowledge the call back, and direct the caller to the same agent they spoke with last time.

The company also integrates with Oracle Service Cloud to offer WebRTC (Web Real-time Communication) enabled cloud contact center solutions. WebRTC is an open standard for em-

bedding real time multimedia communications capabilities directly into a Web browser and mobile applications. This allows customers to remain on a web page, and then simply click to see and speak with an agent over their existing IP connection.



Jonathan Huberman

“**VoltDelta's virtual contact center with the Oracle Service Cloud drives more intelligent multichannel customer care**”

Placing Oracle at the center of its solutions, VoltDelta provides its customers with a cohesive voice, messaging and data resource driving effective customer care across multiple channels. The company has delivered an Oracle integrated contact center to a handset manufacturer who required global coverage for its agents distributed around the world. DeltaACD enables this across continents by connecting customers with agents via a cloud service. Detailed reporting is an additional benefit. The use of multiple outsourcers for agent staffing within this organization means that cloud contact center analytics must be available by region and outsourcer. DeltaACD delivers exceptionally granular reporting with features that make it easy to implement call volume Service Level Agreements (SLA’s) across multiple outsourcers in all regions.

VoltDelta has the experience of massive call handling and innovative IVR solutions for over 35 years. The company’s efficiency in omni-channel handling and providing reliable and secure services is the key differentiating factor in the contact center market today. Personalization achieved via contextual awareness across channels including WebRTC highlight the direction for VoltDelta’s roadmap. Looking beyond the horizon, Huberman cites, “We are committed to working closely with Oracle in all areas of our organization.” 