



## Partner News

### **Concerto Software(tm) Distributor VortalSoft Deploys EnsemblePro to Dun & Bradstreet: Company Expands with Inbound Licenses After Successful Implementation**

When Dun & Bradstreet (D&B) needed a calling solution for its Inside Sales division earlier this year, it consulted with VortalSoft, a privately held global information technology solutions firm and US distributor for Concerto Software. After D&B's substantial due diligence process reviewing Concerto Software's EnsemblePro(tm) and VortalSoft's capabilities of implementing and supporting the solution, a deal was struck.

With EnsemblePro fully operational in its outbound contact center since August 2003, D&B has taken on additional licenses to meet its inbound requirements - reflecting the growing trend of Concerto Software customers leveraging EnsemblePro's ACD capabilities. By all accounts, the D&B project posed a particularly complex challenge given that the implementation of EnsemblePro required integrations to multiple technologies including a CRM package.

With 17 years of experience in multi-vendor installations, VortalSoft's overall project management ensured a smooth implementation, including a number of integrations between EnsemblePro's open interface and D&B's embedded technologies. In fact, VortalSoft was able to complete the installation, development, integration, QA, pilot and rollout within D&B's expected time frame. Today, with EnsemblePro helping D&B manage campaigns, increase contacts and improve account penetration, the company recently increased its configuration to a total of 130 agent positions.

Several key factors have been critical to the success of this project. First, VortalSoft's knowledge of the client's business needs and technology practices helped ensure EnsemblePro's functionality could be used to produce immediate results in outbound campaigns, as well as envisioning how D&B would benefit from future inbound ACD and IVR requirements for customer call backs and inbound leads processing.

Second, VortalSoft leveraged the resources Concerto Software makes available to all of its distributors. In particular, VortalSoft has taken full advantage of the technical training courses offered at Concerto University and continues to meet its commitment of having a fully trained and certified staff of engineers on Concerto Software solutions. As a result of VortalSoft's completion of EnsemblePro technical coursework for distributors (Gateway Configuration course, Agent OCX, Administration, EnsemblePro Director course, etc.), VortalSoft clients express full confidence that this distributor brings high levels of technical expertise to the table.

VortalSoft has continued to actively participate in Concerto Software's regularly scheduled Web-based technical training sessions to remain current and certified on new versions of the solution. The company also has its own development lab environment for Concerto Software solutions. Its self-sufficiency has positioned VortalSoft to be able to quickly respond to issues and provide the support that has led D&B and other customers to maximize the use of their solutions.

To ensure that VortalSoft would succeed, Concerto Software also opened up its training labs to stage implementation and test the various configurations that would be deployed at the customer site. Its self-sufficiency has positioned VortalSoft to be able to quickly respond to issues and provide the support that has led D&B to maximize the use of its solution.

Third, VortalSoft's management solicited the involvement of key Concerto Software executives as well as staff from various parts of the organization-ranging from sales and marketing to support-to contribute to the management of the customer throughout the entire sales and support cycle.

"VortalSoft and Concerto have engaged in a true partnership, with mutual commitment, and with open access to information, training and support," said VortalSoft Principal and EVP Project Services, Jayesh Dave. "Together we expect to help many more happy customers succeed in the future."

Finally, as an emerging distributor in Concerto Software's growing channels organization in the Americas, VortalSoft was successful in providing D&B with a top tier experience because of its best-in-class value proposition. With a combination of Concerto Software's support for its distributor and VortalSoft's dedication to being fully prepared to satisfy its customer, EnsemblePro has been able to deliver for D&B.

To learn more about VortalSoft, go to [www.vortalsoft.com](http://www.vortalsoft.com).