Dialing in Success with Electronic Software Delivery

Virtual Hold Technology (VHT) is a leading producer of contact center software solutions. VHT empowers their customers to provide a better experience for callers and contact centers, resulting in reduced customer frustration and an improved contact center experience.

CHALLENGE

- Inefficient software delivery system
- Delayed revenue recognition
- Lack of delivery data

SOLUTION

- Implement an entitlement-based electronic software delivery solution

BENEFITS

- Accelerated revenue recognition based on accurate record of software delivery
- User-friendly system delivers better customer experience
- Entitlement-based downloads—only for eligible customers

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VHT needed to move from an FTP (file transfer protocol) software delivery solution to an electronic software delivery solution that would improve revenue recognition, improve support for their channel partners and improve the customer experience.

"We wanted to be able to recognize revenue based on delivery of the software...this was a vehicle for revenue recognition."

NICK KENNEDY
—**VICE PRESIDENT, CUSTOMER CARE, VIRTUAL HOLD TECHNOLOGY**

NEXT STEPS

See how electronic software delivery improves efficiency and customer retention.

LEARN MORE >

Revenera provides the enabling technology to take products to market fast, unlock the value of your IP and accelerate revenue growth—from the edge to the cloud. **www.revenera.com**

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