Powering Customer Success

In today's world, you need to be prepared to quickly shift course to respond to emergency situations by adopting new business approaches and redefining the way work gets done. Pivot understands that adapting to the new normal in a time of crisis can be challenging. We're committed to helping our clients address challenges as they work to adapt to the new normal. Take a look at some of our recent collaborations and the results we're helping our clients achieve through our Emergency Response Solutions.

Large K-12 School District

Challenge: How to quickly configure and distribute 4,000 Chromebooks to students for online learning.

Solution: Utilizing the Cabot Integration Center and Deployment team, Pivot quickly configured and distributed 4,000 Chromebooks to students for online learning by creating flexible processes for daily configuration and distribution.

The Senior Technology Manager shared, "The Cabot Integration and Deployment team has been critically instrumental in our districts ability to prepare, coordinate, respond and execute technology delivery and access to our students during the COVID-19 challenge. The team has worked tirelessly to meet our stringent timelines, unique customer request and fluid changes due to the current pandemic. The work they have supported, has allowed us to serve those within our district who are most vulnerable to ensure they have technology access in order to continue instructional learning while at home. Cabot and the Deployment team have risen to the need and continue to execute for our joint success in serving our most important client – the children."

Innovation Spotlight

A major Florida healthcare system deployed Pivot Virtual Rounding Powered by Microsoft Teams to quickly maximize resources and reduce patient and provider risk.

3 Hours
Time to implement the software

2 Days
Time to configure and deploy

500 iPads
Deployed across multiple hospital floors

Canadian Financial Firm

Challenge: In response to the COVID-19 outbreak, this Canadian financial services firm moved the majority of its employees to remote offices.

Solution: This financial services firm turned to Pivot for help reconfiguring and setting up VPN access for its remote users.

The CIO shared, "Thank you for your support and prompt response in resolving the remote VPN access situation when most of our employees were not able to stay connected and continue to provide our services to the financial organizations across Canada. You saved us lots of headaches and provided valuable service to our organization in these challenging times."

Healthcare Provider

Challenge: This healthcare provider was struggling to identify approaches for releasing messaging, handling potentially high absenteeism levels, and shifting employees to remote work environments while handling overwhelming call volume around COVID-19.

Solution: Pivot created a special Nurse Triage Surge call flow for a hospital and our Contact Center team set up new call flow to handle the influx of COVID-19 calls.

Major Utility Company

Challenge: This utilities leader needed to quickly enable new remote workers to maintain productivity levels by supplying imaged laptops.

Solution: Leveraging inventory of pre-imaged notebooks, our Cabot Integration Center filled and shipped orders via overnight services. In just one week, the team cleaned, imaged, and redeployed more than 700 laptops of the 1,900 customer-owned units received.

Large Wireless Solution Provider

Challenge:
This national wireless solution provider lacked a modern, user-centric experience offering low first contact resolution. They were struggling to manage over 200 aging tickets.

Solution:
Pivot delivered a turn-key ServiceNow implementation with over a dozen automated workflows that reduced aging tickets by 80%. This led to first contact resolution over 85% and customer satisfaction scores of 4.75/5.

National Beverage Company

Challenge:
A major beverage manufacturer needed a complete refresh of all sites across Canada within a tight time frame.

Solution:
Pivot installed new technology at all locations and disposed of old technology within the customer's required time frame. Additionally, a new revenue stream was created through profit sharing the proceeds of the resold equipment.

West Coast Healthcare Provider

Challenge:
A healthcare provider in California needed to quickly provide remote access to up to 75 users due to conditions created by COVID-19. They had no existing VPN or remote access solution they could use.

Solution:
Pivot successfully deployed Cisco ASA with AnyConnect Mobility Client software to meet the customer's aggressive timeline. The solution encompassed assessment, design, procurement, and implementation.

Pivot's Emergency Response Solutions

Pivot's Emergency Response Solutions can be implemented quickly with zero friction to your workforce or existing support model.

- Secure Cloud Workspace
- Contact Center
- Integration Services
- Dispatch-on Demand
- Triple Play Secure Connectivity
- Virtual Rounding Powered by Microsoft Teams
- Wellness Screening Solutions