

KLEARCOM ENHANCES DANFOSS'S TRIAGE & ISSUE RESOLUTION PROCESS

BACKGROUND

Danfoss, a global leader in engineering solutions, produces a wide range of products including cooling and heating devices, power solutions, and energy drives. The company's IT team supports internal and external communication systems, including telephony, chat, and collaboration tools.

CHALLENGE

Danfoss faced several operational challenges with its numbers, particularly with **managing alerts and maintaining seamless communication services**. In December 2023, one of its carriers unexpectedly cut off Danfoss' connection due to paperwork restrictions. Klearcom's team alerted Danfoss over the Christmas period about the issue, which enabled Danfoss to immediately intervene and fix the issue.



Additionally, in January of the following year, Danfoss received silence alerts on numbers in Germany, the Netherlands, and Spain due to corrupted audio files from failed menu tone applet updates by their carrier. These issues highlighted the need for a **robust, real-time monitoring and alert system** to preemptively address and resolve such critical problems before they impacted Danfoss' customers.



SOLUTION

Klearcom provided Danfoss with a comprehensive solution that included real-time monitoring and discovery of IVR systems. This enabled Danfoss to **test hundreds of phone numbers across various intervals**, ensuring consistent performance and quick identification of any issues. Klearcom's non-intrusive SaaS platform **required zero integration** and required no significant changes to Danfoss's existing systems.

Danfoss found the customer support from Klearcom invaluable. Empowered by Klearcom's **24/7 365 NOC center and Client Operations Team**, Danfoss proactively addressed carrier issues and enhanced their alert management and system reliability.



IMPLEMENTATION

Since adopting Klearcom's solution, Danfoss has been able to **monitor its telephony systems in real-time**, significantly improving the company's ability to detect and address issues promptly. The Danfoss IT team now uses Klearcom to **define testing intervals and expand monitoring** beyond just phone calls to include service data integration and collaboration tools.

During its free trial period, Danfoss was able to identify that Christmas messages were still being played in April, an oversight that was promptly corrected. Klearcom's system provided **real-time alerts** for issues like the silent alerts due to corrupted audio files, allowing for **immediate triage and resolution**.



AT A GLANCE



100+ Languages and dialects transcribed globally at the click of a button



IVR testing spanning over 100+ countries



99.96%

Uptime call success rate

RESULTS

Proactive Issue Resolution

Real-time alerts enabled quick resolutions, swiftly fixing issues like silent alerts due to corrupted audio files.

Improved Operational Efficiency

Proactive monitoring ensured 99.96% uptime, minimizing downtime and maintaining continuous global operations.

Enhanced Collaboration

Regular communication with Klearcom's support provided timely assistance and insights, fostering a strong, seamless partnership.

FUTURE PLANS

Danfoss plans to further integrate Klearcom's capabilities, including ServiceNow integration and single sign-on, thus streamlining their processes. They also aim to expand the use of Klearcom's tools to **test additional phone numbers and endpoints**.

Danfoss has had a positive experience working with Klearcom, highlighting the ease of use, the responsiveness of the Klearcom support team, and the overall reliability of the solution. The IT team appreciates the **proactive monitoring and the ability to catch issues early**, which has significantly improved their service delivery.

CONCLUSION

Klearcom's solution has enabled Danfoss to ensure **seamless and reliable communication** across their operations, enhancing their ability to provide top-notch service to their customers. This partnership exemplifies how innovative technological solutions can elevate service standards and operational efficiency in the engineering and manufacturing industry.



Partnering with Danfoss has been instrumental in showcasing the effectiveness of our real-time monitoring solutions.

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