

KLEARCOM ENSURES CHEMTREC'S GLOBAL CALL QUALITY WITH ZERO INTEGRATION

BACKGROUND

CHEMTREC, a global leader in the emergency call center sector for the chemical industry, operates 24/7, 365 days a year. Their critical role involves handling emergency calls for chemical spills anywhere in the world. CHEMTREC needed a robust SaaS solution to ensure constant uptime and high-quality communications.

CHALLENGE

CHEMTREC's manual, reactive monitoring of phone numbers, conducted weekly or bi-weekly, was inadequate for emergency communication standards. They needed a solution to test actual customer call paths without dummy paths, provide **real-time, non-intrusive testing without system integration**, and comply with regulations prohibiting IVR modifications.



SOLUTION

After evaluating several solutions, CHEMTREC chose Klearcom for its unique capabilities. Klearcom is the only company that can **test the actual customer call path** and report on audio quality without the need for PESQ or POLQA files. This non-intrusive, integration-free approach was crucial for CHEMTREC.



IMPLEMENTATION

Klearcom's solution enabled CHEMTREC to **automate testing** of connectivity and call quality across all phone numbers, providing detailed insights into call quality and detecting issues like jitter or packet loss. It generated **real-time alerts** for any detected issues, allowing for immediate response and resolution. Additionally, Klearcom's solution helped **hold carriers accountable** with quantifiable data, including MOS scores and call success rates.



RESULT

The transformation for CHEMTREC was significant. Klearcom helped maintain a **99.9% uptime success** rate, crucial for emergency responses. Real-time alerts and detailed diagnostics **drastically reduced response times**, ensuring smooth cloud migration without any service quality degradation.

Additionally, Klearcom's **Client Operations team** provided immediate assistance, swiftly diagnosing and resolving issues. CHEMTREC were also able to rest easy knowing Klearcom's **24/7/365 NOC center team** was always on guard with a reliable alert system, ensuring thorough verification at all times.



AT A GLANCE



99.9% call uptime success rate



CHEMTREC's communication systems are optimized with local number and IVR validation in 100+ countries.



0% service drop when migrating CHEMTREC'S systems to a cloud based system

IMPACT

Klearcom's tools and team have been indispensable to CHEMTREC, emphasizing the importance of **advanced technology and strong partnerships** in high-stakes environments. This collaboration has revolutionized CHEMTREC's operations, ensuring optimal performance and reliability of their emergency communication systems.

CONCLUSION

This partnership showcases how innovative technological solutions can enhance operations and elevate service standards in essential industries. Klearcom's **non-intrusive, automated approach** to testing has solidified CHEMTREC's position as a trusted leader in the emergency call center sector for the chemical industry.



Seeing CHEMTREC leverage our technology to achieve 99.9% uptime and improve their global call quality is exactly why we do what we do."

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