Selectron
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CASE STUDY
Call center



How Roseville strengthened data security by moving its IVR to the cloud

CITY OF ROSEVILLE CALIFORNIA

CLIENT
City of Roseville, California

USE CASE
Call center

THE CHALLENGE

Like many government agencies, the City of Roseville, California, kept all of its IT hosting in-house. Its IVR and outbound notification solution ran on premise, on servers that needed regular updates.

Those servers were aging. Supporting a network of outdated hardware created data security risk, offered limited redundancy, and made it hard to keep up with PCI compliance. At the same time, the city's billing team wanted to offer more self-service options and more dynamic customer communication.

PERFORMANCE BREAKTHROUGH

Convey, formerly Selectron, understood the city's goals and advised moving its IVR and outbound solution from on premise to the cloud through managed services. **The move took the burden of infrastructure and PCI DSS compliance off the city's plate and gave its team room to focus on customers.**

> “Data security is always at the forefront of our mind. I love that managing data security is now Selectron's [now Convey's] problem, not my problem!”
>
> Andrea Blomquist
> Roseville

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Modern infrastructure. Stronger security. More room to innovate.

THE VALUE PROPOSITION

Moving to hosted services modernized Roseville's infrastructure and strengthened data security, while opening the door to new customer experiences.

A smaller compliance footprint

Hosted services offloaded the City's IT and PCI DSS compliance footprint.

Tier 1 protection

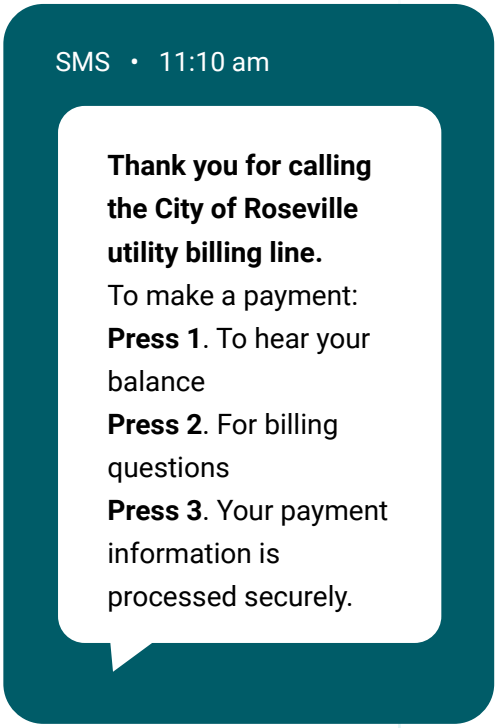
Advanced physical and software security protect customer data and help prevent breaches.

No more aging servers

The City no longer depends on outdated on-premise servers for its IVR outbound solution.

Next-generation communication

Cloud hosting gives Roseville the flexibility to offer new communication options to customers.



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