



Why Global Companies Choose Tenfold



Tenfold Delivers Tangible ROI & Business Value

Whether you want to increase connection rates, conversations, outbound call volume or provide a better customer experience, Tenfold has proven that it can help global companies achieve their sales, support and service goals and maximize their ROI across existing and future IT infrastructure.



Tenfold Invests in The Success of Our Customers

Tenfold has a dedicated team to assist customers in roll-out, training, adoption and in maximizing value realization. Tenfold's dedicated customer success managers conduct business reviews to ensure alignment with your initiatives and proactively communicate statistics on how Tenfold is driving value.



Tenfold Provides Enterprise Ready 24/7 Support

Tenfold provides 24/7 support across the channel you prefer (Voice, Email, Live Chat). The Tenfold team is always available when you need us and responds to emails and tickets on average in less than 5 minutes.

Tenfold Keeps Voice Data On Your Secure Network



Data Privacy and Protection laws vary from region to region and country to country in many cases. Unlike other providers that integrate into your communication channels using 3rd party platforms like Twilio-based connections, Tenfold does not need to handle or route your sensitive voice traffic off of your secure and vetted network. This means that the voice data which could contain proprietary or personal information stays on your secure existing network and is not exposed to additional threats from being rerouted through a 3rd party cloud. Tenfold's solution leverages a small set of metadata properties and events to capture interaction data and map that back to your systems of record, ensuring compliance with applicable data privacy laws.

Tenfold Guarantees 99.99% Uptime



Tenfold's solution is architected with multiple layers of redundancy spread across multiple global data centers and multiple enterprise cloud providers with automated monitoring and failover capabilities to ensure the highest level of uptime for the companies we work with.

Tenfold Does Not Need To Cache Your Data



Unlike other solutions, Tenfold aggregates data leveraging real-time queries for each unique interaction. This ensures that data remains in your existing applications and does not need to be replicated, cached or moved to facilitate the unified view for your customer facing teams. Tenfold is GDPR compliant, Privacy Shield Certified and can provide a DPA for customers in the EU.

Tenfold Leverages Your Existing Systems



Many solutions in the marketplace seek to replace your communication platforms and systems of record in order to provide CTI. Tenfold allows companies to leverage existing technologies, while affording them the flexibility to adopt new best in class technologies, as needed, without significant change management costs around the integration of those newly adopted platforms. Tenfold's ability to leverage existing systems accelerates time to value, reduces costs and risk, while also limiting IT resource requirements.