



December 20, 2017

Five9 Provides Global Financial Services Company With Cloud-Based Contact Center Solution

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that a leading global online and mobile payment service provider chose to modernize its contact software solution by selecting Five9.

The financial services company, which processes more than \$1 billion in transactions per month, recognized the limitations of its legacy contact center solution which was used for inbound communication from their customers making payments or inquiries. The company was looking for a solution with more flexibility and ease of administration so they could easily modify how their contact center operated, something they were lacking with their on premise solution. They also wanted consistency across their global footprint, including in their locations in Western Europe and Southeast Asia.

The previous solution utilized a BPO (Business Process Outsourcer) with a legacy solution which proved to be unreliable in the area of call routing, requiring extensive time to reconfigure it, often taking up to several days. The solution also lacked integration with their preferred CRM solution, one of the main platforms relied on by the company's contact center agents.

With the aim to transform its contact center into a customer engagement center of excellence, the company researched several options and selected the Five9 cloud-based platform to increase reliability for its global contact center operations.

The Five9 solution provides broad visibility across all global operations via an intuitive dashboard. It also provides [seamless integration](#) with the company's CRM on a global scale, allowing the company to effectively leverage previous investments. With the Five9 solution in place, the company can now process payments more effectively, significantly improving the company's efficiency and profitability.

"Cloud-based solutions are transforming the global financial services market, enabling growth and optimization that was previously unimaginable," said Dan Burkland, President, Five9. "Moving contact centers to the cloud supports this vision, allowing financial technology companies such as this one to reduce the cost and complexity of operations while increasing the efficiency and effectiveness of their customer service."

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About Five9

Five9 is a leading provider of cloud software for the enterprise contact center market, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, helping organizations transition from legacy premise-based solutions to the cloud. Five9 provides businesses with cloud contact center software that is reliable, secure, compliant and scalable, and is designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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Source: Five9, Inc.

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