



Global Laboratory Supply Company Selects eLoyalty to Support New Growth Strategy and Consolidate Business Units

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This New Multi-Year, Multi-Million Dollar Collaboration Will Bolster Distributor's Mission to "Enable Science".

DENVER, May 13, 2014 /PRNewswire/ -- [eLoyalty](#), a [TeleTech](#) company, is proud to announce the signing of a multi-year, multi-million dollar agreement with one of the world's largest laboratory supply and distribution companies.

eLoyalty will deploy a state-of-the-art cloud service solution built on its Hosted Collaboration Solution/Contact Center as a Service (HCS/CCaaS) platform powered by Cisco Systems technology. This system will unify channels and processes and consolidate business units; simplifying and expediting every process along the way. eLoyalty's cloud solution will also allow the client to dictate the rate of adoption and offers nearly limitless flexibility and future expansion of services on their new platform. The client's mission is to "enable science" by providing the equipment needed to do so. With eLoyalty's solution, they will have the technology they need to keep up with growing demand and their global expansion. "We were growing and expanding faster than our current systems and processes could handle. With eLoyalty's HCS platform, we can integrate business units and create a quicker, seamless global customer experience," states the client executive.

eLoyalty understands the complexities companies face with legacy systems, multiple databases, and disconnected communication channels that hinder processes and profits. "It's not an easy task to replace 10-15 years of legacy systems," says Steve Pollema, president and general manager of eLoyalty "but the cost of replacing these old systems with a cloud solution eliminates ever having to do it again."

eLoyalty knows that finding the right technology for the right situation can improve every process; and using cloud-based technologies with limitless compatibility and expansion options results in a return on investment that is fast and permanent.

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