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Contact: Karl Fischer
Cell: 302.383.2516
Email: karl.fischer@decisivedge.com

**DecisivEdge Partners with Five9 to Meet Growing Demand
for Optimized Cloud-Based Contact Center Solutions in Financial Services and Healthcare**

[Newark, DE. 08.09.2022] [DecisivEdge](#) today announced its partnership with [Five9](#) to help businesses transform their contact center operations by providing cutting-edge and fully optimized technologies that not only elevate the customer and agent experience, but simplify and modernize, to reimagine customer engagement.

The Five9 platform facilitates billions of call minutes annually and provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, engage and empower contact center agents, and deliver tangible business results.

DecisivEdge is a global business consulting and technology services firm with a broad range of integrated services and capabilities. By leveraging its contact center operational and management expertise, and digital transformation implementation success, DecisivEdge establishes itself as a cutting-edge strategic optimization partner for Five9 infrastructure. DecisivEdge helps digitally forward businesses, regardless of size or industry, devise and implement the most innovative and cohesive CX solutions to deliver seamless Customer and Agent experiences.

The growth demand for CCaaS is tremendous, as [research has shown](#) that the Contact Center as a Service market is projected to be worth \$17.12 Billion by 2030, with the financial services segment accounting for over 25% of global revenue, and healthcare rounding out the top 5 segments.

This digital transformation alliance has positioned itself well to capitalize. “DecisivEdge expertise runs deep in the financial services and healthcare landscape,” elaborates [Karl Fischer](#), Managing Director CX Transformation at DecisivEdge. “Our team is not only comprised of consultants and technical specialists, but it has the real-life expertise of managing contact centers and operations for Fortune 100 companies, as well as private equity-backed turnarounds. We understand your contact center challenges because we have experienced them. We live in your shoes every day - and in the shoes of your customers. We understand your language.”

“DecisivEdge is technology agnostic and solution specific,” further explains [Steve Plunkett](#), Vice President, Global Systems Integrators at Five9. “They are a collaborative partner driven to explore the opportunities to fully optimize technology while working hands-on with partners like Five9 during implementation to truly provide end-to-end solutions.”

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Contact centers have become pivotal channels for businesses to enhance relationships with customers - and a key springboard to accelerate business transformation. “The challenge becomes to deliver frictionless agent and customer experience while supporting multiple channels and products,” explains Fischer. “Organizations that haven’t - and even those that have pivoted - are experiencing digital gaps created by disparate, legacy and even new technologies. Often the approach for internal investment for the right skill sets, knowledge and people is actually counterproductive. The secret is how to harness and mobilize CX technology solutions like Five9. It is only then, by focusing and succeeding on the AGENT experience, can the CUSTOMER experience become more elevated.”



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CLOSE THE DIGITAL GAP
1:1 Interview

How CX transformation
can harness the full potential
of your Contact Center.

Karl Fischer
Managing Director
CX Transformation

This alliance should prove to be impactful as both organizations continue to make inroads in both US and Canadian markets. “Between this new partnership and our recent Canadian investments in new data centers, field services and customer success teams, we are all well-positioned to meet this growing demand,” says Plunkett.

To kick off the partnership, DecisivEdge will be a sponsor for the [Five9 CX Summit 2022](#) in Las Vegas, Nevada August 9-11, 2022. This premiere event is considered the #1 cloud contact center conference dedicated to making CX work for real life, with over 1000 attendees participating. Both industry experts Fischer and Plunkett will be attending, with Fischer participating in the Five9 NewsHub “Featured Partner” program discussing how to “Close the Digital Gap” - a discussion on how CX transformation can harness the full potential of contact centers.



About DecisivEdge

DecisivEdge is a global business consulting and technology services firm focused on creating a sustainable competitive edge through digital transformations. We help our clients elevate their operational capabilities and seize their market opportunity by leveraging and optimizing best-in-class technology solutions in conjunction with detailed analytics and data-driven operational strategies.

We are knowledge leaders with deep industry experience. Our clients benefit from our unique ideas, knowledge of industry best practices and our ability to develop creative solutions to overcome their highest priority business and technology challenges. Our collaborative approach is designed to really understand our clients' business objectives, and then deploy a seasoned solution delivery team to get the job done right the first time.

If you would like more information about this topic please contact:

Karl Fischer
Managing Director, CX Transformation
DecisivEdge
131 Continental Drive
Suite 409
Newark, DE 19713
Cell: 302.383.2516
Email: karl.fischer@decisivedge.com