



CASE STUDY

FIORANOMQ ENABLES CONNECT FIRST TO SAIL ALONG WITH A FULLY HOSTED, WEB-BASED CALL DISTRIBUTION PLATFORM.

“Connect First is happy with the decision to partner with Fiorano for this mission critical component of our platform. FMQ performs as advertised and has helped our company scale to meet the demands of our clients. If given the option to do it over again, I would stick with Fiorano.”

Geoff MINA
Chief Technical Officer
Connect First Inc.

CUSTOMER PROFILE

Connect First is a leading provider of hosted call center solutions. The Connect First platform provides a complete suite of bundled telephony services including inbound ACD, outbound predictive dialing, call tracking and IVR.

BUSINESS PROBLEM

The Connect First platform was in the processing of being restructured in some core areas. One of the areas being re-developed required high speed, high throughput messaging in a highly available model. At its core, the Connect First platform processes telephone calls, so speed and guaranteed delivery of mission critical messaging was absolutely critical to the solution.

SOLUTION

They implemented the Fiorano Messaging Queue to solve their requirements for high performances inter server/process messaging. The FMQ server was deployed in High Availability mode to help them achieve the 99.999% uptime guarantee with their clients.

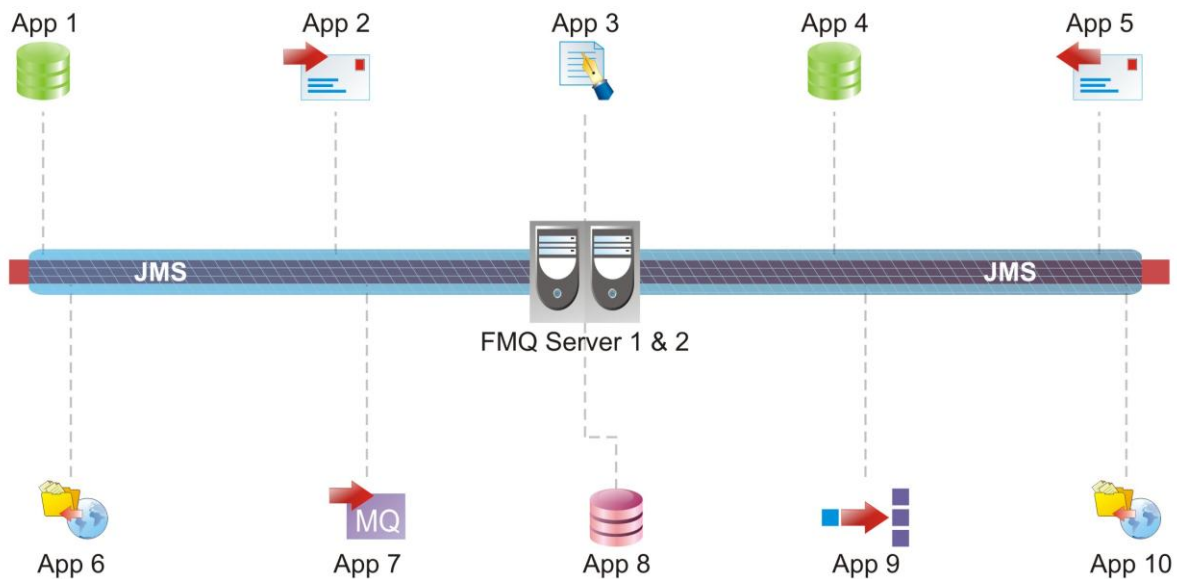


FIGURE1: Various Applications Connected Using FioranoMQ

WHY FIORANO

Connect First chose Fiorano for a couple of reasons.

- Outstanding test results and comparisons with other JMS servers.
- The demo installation was quite fast and bestowed what was expected in production environment.
- Ease of use and quite simple to learn.

ABOUT FIORANO SOFTWARE

Fiorano Software (www.fiorano.com) is a leading provider of enterprise class business process integration and messaging infrastructure technology. Fiorano's network-centric solutions set a new paradigm in ROI, performance, interoperability and scalability. Global leaders including Fortune 500 companies such as Boeing, British Telecom, Credit Agricole Titres, Lockheed Martin, NASA, POSCO, Qwest Communications, Schlumberger and Vodafone among others have used Fiorano technology to deploy their enterprise nervous systems.

To find out more about how Fiorano can help you meet your enterprise integration objectives, visit www.fiorano.com or e-mail sales@fiorano.com