

Success Story

Wholesale Mortgage Lender

Industry: Finance

Hammer Solutions: Hammer On-Demand QA, VoiceWatch

Hammer User Since: 2022

HAMMER
an Infovista Business

Mortgage Lender saves millions in downtime costs with Hammer's automated inbound and outbound testing solutions

Hammer's customer is America's leading overall mortgage lender, working with thousands of partners to support and empower independent mortgage brokers as they compete with retail brokers that leverage annual technology budgets that often exceed a million dollars. To democratize the highly competitive national mortgage market, the organization provides partners with access to tools including POS systems, mortgage origination systems, and more – all of which can be white labeled to drive brand awareness for their small-to-medium business broker partners.

To deliver these services to their growing base of broker partners, the mortgage lender committed to rapid expansion within their CX team. Over a few years, they grew their contact center 10x – from just under 100 agents to a team of over 1,000. With this growth came the need for more robust, scalable testing and monitoring solutions.

CX Challenges

As part of their organization's growth, the lender transitioned to Cisco's Unified Contact Center Enterprise. This unlocked a wealth of new features and capabilities for their CX team but also came with new challenges. "It was a brand-new system for us," said one of their communications engineers. "We didn't know the best way to test and monitor it and be consistent about test plans."

Beyond simple testing and monitoring, however, the team was looking for a solution that could offer end-to-end observability. This transparency into the CX environment

ensures that the mortgage lender can identify and resolve performance issues faster across the entire customer journey. "Instead of just making system calls or listening for alerts in the system, we needed to emulate from a broker call level all the way through to the end and even have an emulated broker talking to an emulated agent."

"Fortunately, I had a couple of coworkers that had used Hammer before at previous organizations and recommended it highly. So I was eager to look into Hammer for our current team."

Hammer's CX Solutions

After comparing Hammer to competing testing solutions, the lender decided to implement Hammer On-Demand QA and VoiceWatch to ensure their evolving CX environment was always operational and optimized. "We found that Hammer had a greater focus on working with us," said their communications engineer.

"Hammer really allows us to have that 'always-on admin' keeping an eye on the system to make sure it's functioning properly, even the outbound campaigns within it." The benefits of Hammer's CX solutions were clear quickly. "Within the first two weeks, Hammer told us about a failure. If that alert didn't get to us, brokers would have experienced it and we would have had to fix it in production, causing downtime which would have cost hundreds of thousands if not millions of dollars."

In addition to reducing downtime, Hammer's automated solutions help to accelerate the production process and eliminate tedious and costly manual admin work by the organization's CX team. "Our test plans used to take a long time: calling in all of these different ways manually on your cell phone. With Hammer it's one button. That's a huge time saver and we're still expanding on it, using Hammer APIs to trigger it from our other automation tasks."

Key Benefits

Since implementing Hammer's CX solutions, the organization has:

- **Gained end-to-end observability** across the complete customer journey
- **Established automated inbound and outbound tests** running as frequently as every 15 minutes
- **Saved millions of dollars** in downtime expenses within just weeks of implementation
- **Saved days of manual testing time** with automated, API-triggered test plans

"Hammer is an insurance policy for us," said their communications engineer. "It's constantly running to make sure our system is working as intended, without any downtime or delays. It's really testing all our resilient systems. We have multiple systems that handle phone calls and multiple ways that a phone call can connect to or from an agent. With all of that complexity built into our environment, we need many more tests going at once. Hammer handles all of that for us." Hammer solutions have proved so valuable for the organization that they're extending their contract and broadening their usage to ensure that as they to grow, their broker agents always have access to the support, resources, and customer experience they're looking for.



About Hammer

Hammer, an Infovista business and global leader in network and service testing, performance monitoring, assurance, and analytics, provides customer experience assurance solutions across two market categories: network and service performance monitoring, assurance, and analytics for Communications Service Providers (CSPs), and automated customer experience testing and monitoring for Enterprise Contact Centers. Many of the world's leading CSPs and Enterprises depend on Hammer solutions every day to increase customer experience, service performance & quality and revenues, whilst reducing operational costs and customer churn.

For more information, visit www.hammer.com