



INFOSHEET

FIVE REASONS CUSTOMERS CHOOSE HAMMER

PROVEN VALUE

Highly regulated industries trust Hammer's testing and monitoring solutions to reduce operational risk and drive service innovation.

Hammer's solutions play a pivotal role in ensuring excellence in day-to-day operation numerous large global enterprises.

30

years leading the contact center testing market

1B +

customer interactions assured each day

680

global network channel partners and strategic alliances

250+

global large enterprise customers

6/10

top global banks are customers

8/10

top global healthcare organizations are customers

7/10

largest insurance companies are customers

WHAT MAKES HAMMER DIFFERENT?

Hammer provides scalable, on-demand, automated testing of your end-to-end customer service journeys. We provide visibility into the performance of your customer experience platforms, reducing operational risk and speeding up service innovation.

These are the top five reasons customers choose Hammer:

1

ABILITY TO TEST ON-PREMISES, CLOUD, OR HYBRID ENVIRONMENTS

Not every customer is ready to go fully to the cloud (such as organizations in highly regulated environments such as financial institutions), and thus need a solution that allows them to test their specific infrastructure.

The Hammer Difference

On-demand testing is available for on-premises, cloud-based, or hybrid environments.

2

END-TO-END TESTING CAPABILITY

When the customer experience is the only aspect of the system that is tested, you're neglecting a crucial aspect of the customer journey. The agent desktop experience is just as vital to delivering effective and efficient customer experiences as the IVR flow and response times. Don't stop at testing half the journey.

The Hammer Difference

With Hammer's solutions, you can test both the customer and the agent desktop experience. The testing capability includes agent endpoints for all leading global vendors.

Hammer doesn't just validate the connection, we also confirm IVR prompts, check back-end system lookups, and ensure appropriate agent transfers.

3 AUTOMATED TESTING SOLUTION FOR EVEN THE MOST COMPLEX, MULTI-VENDOR CONTACT CENTER ENVIRONMENTS

One size does not fit all when it comes to automated testing. Contact centers need a vendor who will listen to their needs and help distill the complex into a simple and efficient testing solution.

The Hammer Difference

Hammer makes the complex simple — with the most complex interoperability testing capabilities available today. Hammer is vendor-agnostic, which means we can support any contact center environment.

“ Our team is now better deployed and productive to deliver low-risk, high-velocity transformations on-time and every time.

- Director of Information Systems,
Utility Provider

4 EASE OF USE

It's important to be able to maximize scarce resources and speed up deployments. Contact center leaders need complete visibility and control over the upgrade process, and often require expert support on hand.

The Hammer Difference

With Hammer, there is no unnecessary code, and tests are quick to set up. With a single script for multiple use cases, there is no need to replicate scripts. We provide easy-access expert support whenever needed.

5 FLEXIBLE COMMERCIAL MODELS

Contact centers don't want pay for what they don't need. Cost efficiencies are vital in today's unpredictable economic environment.

The Hammer Difference

We offer flexible commercial models to ensure that you can test more with the same budget.

“ With Hammer as our long-term partner, we've created a lean, mean testing machine.

- DevOps Manager, International Airline

HAMMER FREE CX BENCHMARK ASSESSMENT

Take advantage of a free 7-day baseline assessment. Get detailed insight into the performance of your contact center to identify and fix issues that could lead to non-compliance. [Access it here.](#)

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.