

Providing Essential Software for Mission-Critical Services

When Caliber Public Safety Has One Job—Helping First Responders Protect Our Communities—It Relies on TeamSupport

Caliber Public Safety provides computer-aided dispatch, records management, and mobile solutions to more than 1,000 public safety agencies across North America.

With customers including federal and state police agencies, county governments, large metropolitan and mid-small cities, Caliber provides mission-critical software applications. It prides itself in providing solutions with data sharing and interoperability at the core of its products.

Approximately 40 percent of the team at Caliber Public Safety comes from the public safety sector, so they share the same passion for and commitment to service as their customers do.

“**TeamSupport has allowed us to communicate with our customers in ways we never had before. It has become the customer hub for all customer communication.**”

- Derek Smith, Vice-President of Client Services

The Business Challenge

“At Caliber we knew we needed a true B2B customer support software solution,” said Derek Smith, Vice-president, Client Services. Prior to searching for a new solution, the company was using Salesforce and struggled to make it work for each team in the company. Not only did it take three dedicated staff due to the complexity of the software, it did not provide everything needed to enable team collaboration, manage tickets, or serve the critical needs of its client base.

There were more pain points the company was aiming to solve as well:

- Improving communications and data-sharing between teams
- Empowering customers to solve issues on their own with a Knowledge Base of self-service tools and resources
- Improving training resources, programs, and Knowledge Base so customers enjoyed the greatest benefits from the Caliber Public Safety solutions
- The ability to measure the impact of support operations with a forwardlooking view

“Prior to TeamSupport, we had no real-time way to measure the impact of our support operations,” said Mr. Smith. “It felt like everything was performed through our rear-view mirror. Now, the TeamSupport dashboard gives us a windshield view, so we are able to look ahead and be more proactive in our approach to the customer relationship and product development.”

It's All About The Results

One of the unexpected benefits has been the impact of TeamSupport on Caliber's customers who actively use the TeamSupport Customer Hub. It has become the hub for all customer communication. There are other benefits, too.



Robust Knowledge Base = **better service to customers**



360° view on all customer touchpoints



Key indicator of customers' temperatures rising/falling with **CDI® tool**



Opportunities for product improvement are uncovered



Chat feature enables **real time communications**

Words of Advice From Caliber Public Safety

"Ask solution providers to demonstrate how user-friendly their solution is. Ask, 'Can I expand on my own?' 'How customizable is the solution and can we make our own customizations?' 'How responsive is your staff?' 'How accessible?' Because we were moving from a very complicated system, these were critical things for us to find out.

"Make sure the provider's product roadmap is transparent and frequently communicated to their customers. You want to know that the product will scale as you grow and keep up with your ever-changing needs.

"The provider's Knowledge Base will be the most valued tool to you. And it will be the most valuable tool to your customers. I recommend allowing for staff dedicated to making it robust and keeping it current."



“*TeamSupport maintains the second ‘S’—service—in SaaS (software-as-a-service).*”

- Derek Smith, Vice-President, Client Services

 **TeamSupport**

See It In Action

Award Winning Solution

