



# Nine Million Conversations, Zero Downtime

Inside the playbooks that keep global BPOs, retail hotlines, and 911 dispatchers running—powered by C1 OnGuard, Genesys Cloud, and AI-ready platforms.

## Editor's Note

Cloud calling and AI-assisted customer care have shifted from “next big thing” to the default play. In 2024 the worldwide Unified Comms & Collaboration market grew 7.8% year-over-year to \$69.2 billion, while the global Contact Center-as-a-Service market is on a steady 18% CAGR, headed for \$7.9 billion in 2025. Enterprises aren't just buying licenses—they're re-wiring operations for real-time insight, language-agnostic service, and “fix-it-before-it-fails” uptime.

The stories in this issue show that progress on the ground:

- **Foundever®** routes **9 million conversations a day** yet “no longer worry about outages...” thanks to C1 OnGuard's 24×7 monitoring.
- **Road Runner Sports** moved 100 remote agents to Genesys Cloud and cut repeat calls **40%**, gaining visibility the legacy system never offered.
- **Wyoming Highway Patrol** added AI language translation and pinpoint geolocation so every 911 call—any language, any mile marker—gets help faster.

Different missions, same outcome: cloud-native UCaaS and CCaaS, paired with a partner that stays past go-live, turn communication pain points into measurable wins. May the pages ahead spark ideas you can take straight to your own contact center or collaboration stack.

– **Brian Wiseman, Editor, C1 Insights**



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# Impact Snapshot



## **24x7 stability for 9 million conversations a day**

Foundever®'s 170,000 associates handle customer interactions in 60+ languages across 45 countries. Insight that once took 24 hours now appears in real time.

*With C1 OnGuard, "we no longer worry about outages... I can contain my telco spending and staff because of the C1 partnership,"*

— Jason Skaria, Global CIO



## **40% fewer calls—and happier shoppers**

Road Runner Sports moved its 100+ remote agents to Genesys Cloud, slashing repeat-call volume by 40%. Store-quality "wow" now scales to 47 locations in nine states.

*"Before, we couldn't see how many customers were hanging up... Now we have that visibility."*

— Sapidah Shefa, VP of Ops



## **AI that speaks every mile of Wyoming**

The Wyoming Highway Patrol's cloud-native Carbyne APEX platform, deployed with C1, adds live translation and pinpoint geolocation to 911.

*"Fast and reliable communication is the backbone of public safety... AI-powered translation tools will help us respond quickly in situations where every second counts."*

— Chuck Trimble, Dispatch Program Manager

**Bottom line:** From retail sneakers to rural 911, C1 clients are cutting call volume, erasing outages, and turning minutes into real-time insights—proving that modern UCaaS and CCaaS aren't just upgrades; they're business accelerators.





# 24/7, 9 million Calls, Zero Blind Spots: How Foundever® Made Outages Disappear with C1 OnGuard

Foundever® isn't your average contact-center outsourcer. With 170,000 associates, it supports 9 million customer conversations every day in more than 60 languages across 45 countries—and must do it without a hiccup.

## A Merger That Exposed the Cracks

When Foundever (formerly Sitel Group) acquired SYKES, the new footprint came with duplicated platforms and a leaner voice team. "I had lost some of the telephony team that were supporting us simply because that always happens through acquisition," recalls Jason Skaria, Global CIO. The result: blind spots, slower insights, and growing fear of downtime. "We worried about outages," Skaria admits, "At the same time, we needed to contain our telco and staffing spending."



## OnGuard to the Rescue

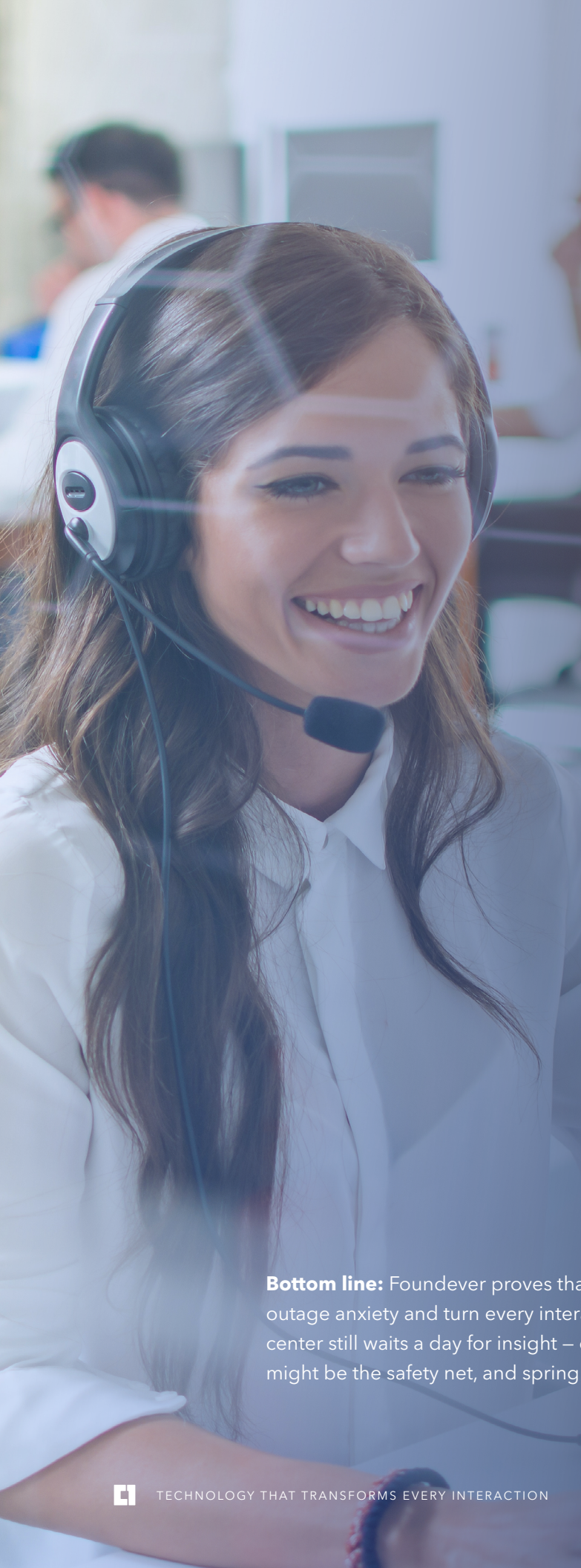
Foundever turned to its decade-long partner C1. The answer was C1 OnGuard, a managed monitoring platform that watches every global site around the clock—telephony, call recording, and the "adjunct pieces" that stitch channels together. "We no longer worry about outages... I can contain my telco spending and staff because of the C1 partnership," says Skaria.

## Key Outcomes

- **24 x 7 visibility** across all operations sites—no separate monitoring tools to buy or staff.
- **Cost reductions and staffing reallocation** as alerting moved into C1's scope.
- **Real-time intelligence** – insights that once took 24 hours now surface during the call. **"Before we partnered with C1 on this, it used to take about 24 hours to get any insight."**

## Continuity Under Pressure

During the integration, a licensing error toppled critical systems. The manufacturer estimated a **two-week** fix. C1 devised a workaround that restored service in **less than 36 hours** – keeping customer lines open and the merger on track.



## Coaching at Scale

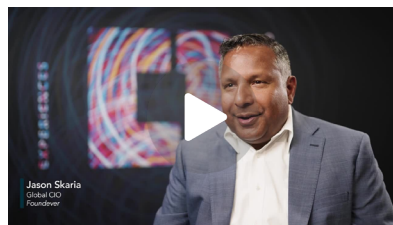
With clean, real-time data, Foundever can coach agents while the customer is still on the line. **“With about 20 percent of our brands, we coach agents to let them know when their behavior is pleasing customers and when it might be annoying them... Ultimately, we want to do it across the board for all of our clients.”**

## More Than a Vendor

Skaria sums up the relationship: **“I feel like the people from C1 are actually part of our team... They know our platform inside and out, and they understand connectivity and capacity.”**

## Three Takeaways for CX Leaders

1. **Managed visibility beats piecemeal tools.** OnGuard folded multiple monitoring platforms into one service – and one invoice.
2. **Speed saves mergers.** A 36-hour recovery vs. a two-week outage protected brand promises and integration timelines.
3. **Data in the moment = better coachings.** Real-time transcription analytics turn yesterday's scorecards into live guidance.



Watch the video:  
[Elevating the Customer Experience While Containing Spending](#)

**Bottom line:** Foundever proves that at a global scale, the right partner can erase outage anxiety and turn every interaction into a chance to impress. If your contact center still waits a day for insight – or dreads the next carrier glitch – C1 OnGuard might be the safety net, and springboard, you need.

# Running on Cloud Nine: Road Runner Sports Cuts Calls 40% – and Pumps Up CX – for 100+ Remote Agents

Road Runner Sports (RRS) is built for speed. What started in founder Mike Gotfredson's garage now spans **47 locations in nine states with annual revenue of more than \$200 million** – plus a contact center of **100 + remote agents** who handle every sneaker, apparel, and VIP membership question you can imagine.

But the company's on-prem phone system was limping. Each tweak required manufacturer help, slowing the pace of business and blocking new channels like chat. "We'd love to... connect with customers via chat... It's come a long way now, so chat is our next big area of contact," recalls **Sapidah Shefa, Vice President of Operations.**

## **The Finish-Line Goal: Store-Quality "Wow" Everywhere**

RRS wanted web and phone customers to get the same one-on-one experience as in its retail stores. Step one: swap the aging Avaya environment for a flexible cloud platform. The team chose Genesys Cloud – and tapped long-time ally C1 to guide the move.



"C1 helped us see things that we weren't seeing ourselves. They helped us understand how Genesys Cloud can scale for us and grow with us... that's exactly what they have done." – Sapidah Shefa, Vice President of Operations

## **Crawl, Walk, Run—With Zero Customer Downtime**

C1 rolled out a three-phase plan:

### **1. Crawl**

**Outcome:** Stand-up Genesys Cloud with all legacy features; immediate gains in call-back and reporting.

### **2. Walk**

**Outcome:** Integrate contact center to APTOS + Oracle for full context.

### **3. Run**

**Outcome:** Layer in AI, intelligent virtual assistants, and more.

Agents logged out of the old system one night and into Genesys Cloud the next—no hiccups, no customer clues the plumbing had changed.





## Results That Would Make Any Runner PR

- **40% reduction in call volume** by boosting first-call resolution and visibility into why customers ring.
- Hang-ups and repeat calls plummeted thanks to real-time analytics and a popular call-back option. “Before, we couldn’t see how many customers were hanging up... Now we have that visibility.” – Sapida Shefa
- Same-day control: “If I want to change something today, I can do it today... the flexibility has been phenomenal.” – Sapida Shefa

C1 also refreshed the network underfoot—upgrading aging Cisco switches to Meraki, linking them to Cisco core 9Ks, and lighting corporate and retail Wi-Fi from a single dashboard.

## Three Lessons for CX Leaders on the Run

1. **Cloud = pace.** Genesys Cloud let RRS ship new features without waiting for vendor queues.
2. **Data beats guesswork.** Real-time visibility shrank call volume 40%—the CFO loves that stat as much as Ops does.
3. **Partnership powers scale.** RRS’s crawl-walk-run roadmap shows why “seeing things we weren’t seeing ourselves” can be the biggest win of all.



Watch the video:  
[\*Scalable Solutions  
for Personalized  
Service with C1\*](#)

**Bottom Line:** From garage start-up to \$200 million retail powerhouse, Road Runner Sports just proved that the right cloud and the right partner can keep every customer sprinting—happily—toward checkout. If your contact center still waits days for changes or dreads spike season, maybe it’s time to lace up with C1.





# AI in Public Safety: Wyoming Highway Patrol Turns Every 911 Call into Instant Intel

Wyoming's 97,914 square miles include snow-packed passes, oil-field backroads, and long stretches where cell service fades faster than the sunset. For the Wyoming Highway Patrol (WHP), those miles create a communications challenge: callers speak 60+ languages, incidents happen far from mile markers, and seconds count.

"Fast and reliable communication is the backbone of public safety," said Chuck Trimble, Dispatch Program Manager. "With AI-powered translation tools, we'll be able to better serve our diverse communities and respond quickly in situations where every second counts."



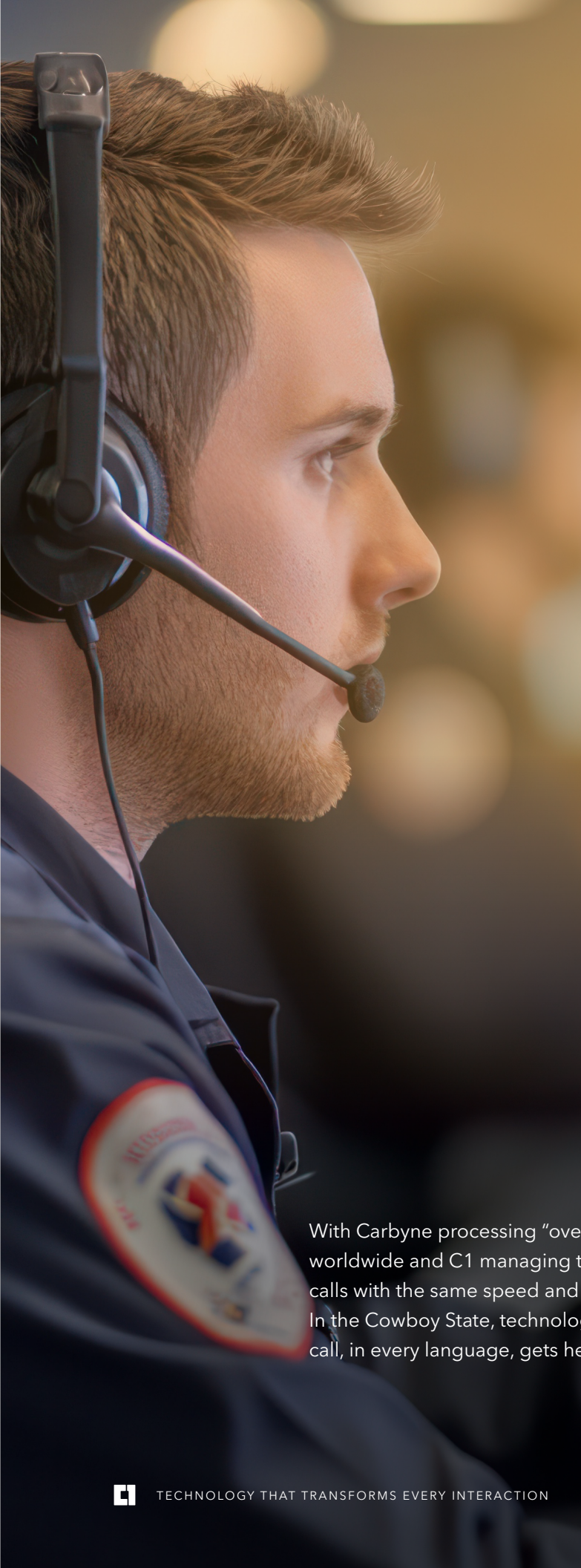
## Cloud-Native From Day One

To modernize its dispatch center, WHP teamed with C1 and Carbyne to deploy the Carbyne APEX emergency contact platform, a cloud-native system that folds AI translation, advanced geolocation, and an intuitive interface into one screen. "By adopting Carbyne's technology in collaboration with C1, the Wyoming Highway Patrol is rewriting the approach to emergency operations," Trimble said. "With AI-driven capabilities and real-time communication tools, we're primed to reduce response times and provide safety solutions that the people of Wyoming can count on."

## What Makes It Different?

- **Live language translation** removes the scramble for bilingual dispatchers, eliminating delays for non-English speakers.
- **Pin-point geolocation** tracks callers—even on transferred calls—across highways, county lines, and remote ranch roads.
- **Cloud architecture** means upgrades roll out without dispatch downtime or hardware forklifts.

"As advanced AI tools streamline operational complexity and enhance situational awareness, Wyoming Highway Patrol dispatchers can focus on saving lives," noted **Elliot Olschwang, C1 Chief Services Officer**. "C1's mission is to provide more than just technology; it's about managing and delivering solutions that inspire confidence and elevate outcomes."



## A Partner, Not Just a Provider

"What makes C1 stand out is their dedication to being a long-term partner," Trimble emphasized.

"They've guided us through this transformation every step of the way, proving that they are not just a tech provider, but a trusted ally in emergency management."

That guidance included reconciling cloud security requirements with public-sector compliance, integrating APEX into legacy radio and CAD systems, and training dispatchers for go-live—all without interrupting 24 × 7 service.

## Measurable Gains—Day One

Although WHP is early in its rollout, the agency points to immediate wins:

- No language barrier for callers—AI translation now handles interactions previously routed through third-party interpreters.
- Location accuracy even in Wyoming's most rural patches, helping troopers locate incidents faster.
- Dispatcher focus—alerts surface only the critical data, trimming screen clutter and cognitive load.

## Three Lessons for Public-Safety Leaders

1. **AI is more than buzz.** Translation and location intelligence directly shave minutes off response times.
2. **Cloud cuts red tape.** Upgrades, patches, and new features land without RFPs for new hardware.
3. **Pick a guide who stays.** From security reviews to dispatcher training, WHP valued C1's "every step of the way" approach.

With Carbyne processing "over 250M data points per year" for agencies worldwide and C1 managing the deployment, Wyoming now fields 911 calls with the same speed and accuracy tech giants use to route packages. In the Cowboy State, technology just found a new frontier—one where every call, in every language, gets help on the way faster than ever before.



**One partner. One platform.  
Unlimited CX potential.**

Discover more on how C1 is driving customer success for these customers:

- [Foundever®](#)
- [Road Runner Sports](#)
- [Wyoming Highway Patrol](#)



# Ready to Turn Every Interaction into a Competitive Edge?

Whether you need 24×7 contact-center visibility, AI-powered translation, or cloud calling that scales in hours—not months—C1 has the playbook and the people to get you there.

[contactus@onec1.com](mailto:contactus@onec1.com)

<https://www.onec1.com/what-we-do/communications>



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