

Novartis Provides Phone Support Throughout Latin America Using Global Call Forwarding



- ▶ **Company Name:** Novartis
- ▶ **Industry:** Pharmaceutical
- ▶ **Founded:** 1996
- ▶ **Client Since:** 2011
- ▶ **Website:** www.novartis.com

OVERVIEW

Novartis is a global healthcare company whose mission is to discover new ways to improve and extend peoples' lives through medicine. Novartis has customers in 155 countries and the company employs more than 100,000 people.

"We are very happy with the service and use of the toll free numbers. We have had no complaints regarding the service. If there is ever an issue with the service, we contact the team immediately and they resolve the issue within 15 minutes. We see ourselves using the service for a long time."

— José Reyes, Network & IPT Administrator CANDEAN BDG, S.A.,

CHALLENGE

Novartis needs to provide phone support to their customers around the world.

They operate a number of regional support centers throughout Latin America. Callers need to be able to reach those service centers without paying for the calls.

In the past, Novartis purchased their toll free numbers from local providers. However, telecom services are not always readily available in certain parts of the world. It can prove challenging to get a new toll free number from certain countries.

In addition, Novartis used to experience service-related issues and outages with their local provider. Those issues would take days and sometimes even weeks to get resolved. This did not work for Novartis as they needed their service issues resolved faster.

So, Novartis was looking for a reliable international toll free service provider that would be responsive to their issues. They found Global Call Forwarding through an internet search.

Customer Stories



SOLUTIONS

Since 2011, Global Call Forwarding has supplied Novartis with international toll free numbers for different parts of Latin America and the Caribbean.

GCF's extensive global reach and partnerships with local providers helps us offer businesses like Novartis the communication solutions they need to reach more customers. We can provide numbers from more than 160 countries worldwide.

Novartis forwards calls from these numbers to their regional service centers in Alaska, Texas, and Mexico. Agents in these service centers are part of specific hunt groups and based on input from the caller. Incoming calls get routed to either a Spanish- or English-speaking agent, making it easier for customers to get the support they need.

When Novartis needs to scale up or down, they can easily add, change, or remove a line or phone number. Any changes they need to make to their communication system – like change a number or change forwarding settings – can be quickly adjusted in GCF's easy-to-use control panel.

RESULTS

With the toll free numbers that Global Call Forwarding provides, Novartis enables their customers in Latin America and the Caribbean to call their support centers for free. By providing an opportunity to call the business free of cost, Novartis noticed that customers could easily connect with their service centers whenever they experienced an issue.

One of our top priorities at Global Call Forwarding is to offer 24/7 responsive and reliable customer support. Therefore, when our customers connect with us with an issue, our support team aims to resolve it as soon as possible.



Global Call Forwarding is a leading provider of local and toll free numbers in the US and international markets, we successfully serve thousands of businesses around the world, from small enterprises to large multinational corporations, utilizing an advanced global network and innovative service features.

Visit us at globalcallforwarding.com or call 1 (888) 908-6171

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