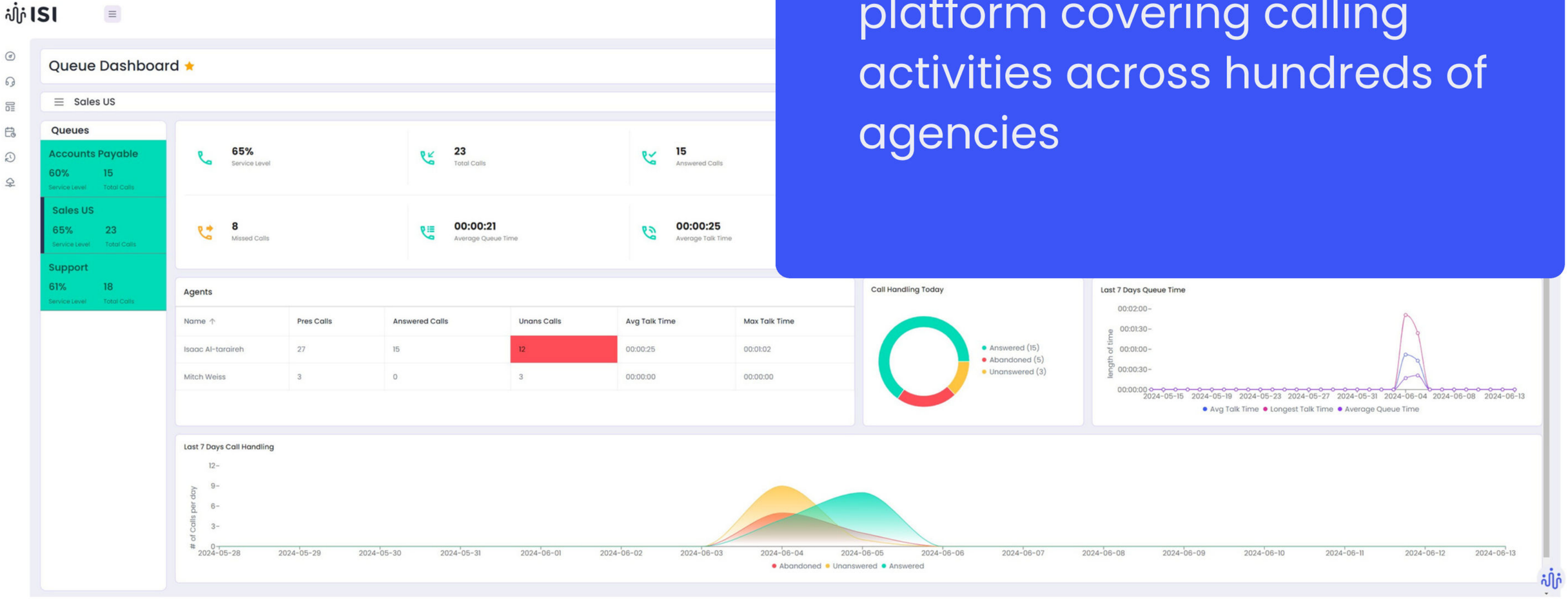
Public Sector Case Study

State IT Dept needed comprehensive audit reporting on employee-constituent interactions

With ISI Analytics Dashboards & Reporting:

- Gained call center-like insights at a fraction of the traditional cost

- Gained a unified analytics platform covering calling activities across hundreds of agencies



- Enabled teams to enhance their existing ServiceNow investments

ISI ANALYTICS

- Freed up state IT resources by taking over report creation and management