



Remitly

#### CASE STUDY: FINANCIAL SERVICES

### REMITLY IMMEDIATELY REDUCES COST BY 20% FOLLOWING IMPLEMENTATION OF SERVICE CLOUD VOICE.

Remitly is an international payments company that leverages digital channels, including mobile phones, to send money internationally.

Their previous telephony system was not scalable and didn't have all of the capabilities they needed. Partnering with the NeuraFlash team, Remitly was able to **stand up Service Cloud Voice in 3-4 weeks** which seamlessly integrates into their Salesforce console and optimizes their customer & agent experience.

Post Deployment, Remitly saw: **20% Immediate Cost Reduction & 15% Increase in Agent Efficiency**