

Enhancing Customer Experience: ACE Rent a Car's Transformation with ConnectPathCX

The Challenge

ACE Rent A Car is a leading car rental company known for its reliable service and affordable rates. ACE was founded in 1966 by Bob Sorensen and is headquartered in Indianapolis, Indiana. ACE offers a wide range of vehicles to meet the diverse needs of customers with a strong presence in various locations including both United States, Canada, Mexico, Iceland, Poland, United Kingdom, and many other countries. ACE provides rental services to both leisure and business travelers and prides itself on offering competitive rates, quality vehicles, and personalized service to ensure customer satisfaction.

The Solution

ACE Rent A Car, a global leader in car rental, partnered with CloudHesive to modernize its Contact Center. ACE was dissatisfied with their current communication platform, and sought to address concerns such as low uptime, limited customer touch points, outdated technology, excessive costs, and frequent downtime prompting them to seek a different solution. They required a more dependable, user-friendly, and scalable system that would provide a seamless omni-channel experience to their customers.

Benefits

Recognizing ACE Rent A Car's unique demands and objectives, CloudHesive designed a complete approach that addressed their difficulties while providing a dependable, omni-channel experience. ACE implemented Amazon Connect and ConnectPathCX in minutes and was able to resolve their critical issues. ConnectPathCX provided a cost-effective alternative to their former provider, with the goal of accommodating ACE's future growth and changing requirements while providing agents with real-time access to customer information. ConnectPathCX allows them to provide personalized and efficient support while also providing an excellent track record of uptime, minimizing service disruptions, and ensuring continuous customer service.

Technologies Leveraged:

Amazon Connect • ConnectPath CX



About ACE Rent A Car



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"ConnectPath CX has been a game-changer for our business. The rapid deployment and incredible time-to-value allowed us to swiftly overcome the challenges we faced with our previous platform. Not only did we experience a significant boost in operational efficiency and customer satisfaction, but the cost-effectiveness of ConnectPath CX also addressed our business issues. We were able to resolve the reliability and downtime concerns that were affecting our bottom line. With ConnectPath CX, we've transformed our contact center and resolved critical business issues, positioning us for long-term success in the competitive market."

Richard Wayne, Customer Experience Manager, ACE Rent A Car.