



Who we are

DTGroup's team of professionals includes some of the call center industry's most knowledgeable and experienced developers. Specializing in customized computer telephony software application development since 1981, our engineers and programmers deploy customized and prepackaged call center solutions utilizing the industry's best of breed IVR & CTI products. We were there for the start of things in the early 80s and we've been at the forefront of speech-based user interaction design. Our success emanates from our developers having enormous breadth of technical experience. We have seen, developed, and integrated a very wide range of technologies.

Break the vendor lock in

The incumbents in the call center IVR space are not what they once were. As a company operating a significant IVR system you understand the risks associated with being technologically dependant on proprietary solutions from companies in distress. DTGroup helps you to break the lock in that you may be experiencing in working with large incumbent players. We allow you to take greater control of your applications because we are very focused, responsive, cost effective and accountable. Because we are not locked in to particular technology platforms we can help you to connect your call center system to other systems in your enterprise such as your web site or database systems.

Price / commitment

On any normal application we can expect to be 50% of the cost of traditional single large vendor solutions. We can be even more cost effective on other technologies. We are simply not supporting the overhead that the larger vendors are. Further, we are used to rapid application development. Our project managers know how to focus the application development process and get it done well and fast.

What we have done in the past

DTGroup has developed an enormous range of products and technologies over the 22 years that we have been in business. Here are several representative speech and IVR-based projects that we have done:

Soliloquy

We developed a state of the art computer speech based user interaction to provide sophisticated access to databases. This involved developing advanced grammars as well tight integration with an SQL-based database.

D&B

At the dawn of IVR technology in 1981 we developed a very high quality system to deliver credit information to customers. For this project we interfaced to host mainframe systems, navigated databases, and developed dialogs. We had enormous customer acceptance in a era before the automated teller machine made people used to receiving financial information from machines.

Savos

We developed a state of the art IVR system that integrated tightly to a web services offering and delivered streaming audio to customers.

PlaceCorp

We developed a very high quality IVR system that integrated with databases, paging and messaging systems, and provided an excellent user experience to non-technical users. The system provided well integrated hand off to customer service operators to provide a seamless experience. This system

utilized many technologies such as CCXML, VXML, and CORBA, among others.

Alliances

DTGroup has teamed with M&C Associates. M&C Associates was founded by former executives of Periphonics/Nortel, Lucent Technologies and Avaya. They have over 100 years of combined experience in helping companies select best of breed technologies for their IVR/Call center solutions.

Key Services Offered

- Develop RFI/RFP as required
- Conduct an independent audit of your current IVR/Call Center
- Translate business requirements into technical features
- Identify hardware resources required
- Vendor selection
- Project management
- Requirement analysis
- Functional specification/architecture design
- Technology consulting to senior management
- Application development
- System integration
- Database Integration
- Integration with the Web

Why us

- Reliable
- Lower your call center costs
- Increase your ROI by leveraging existing system investments
- Support any platform
- Rapid development
- Rapid deployment – Rapid results
- We will make sure that your system does what it needs to