

Jason Sachs,
VP, Customer Success, Adar IT

About Adar IT:

Adar takes the guesswork out of deployment, management, optimization, and pricing of all your IT needs. With solutions for local, national, and international organizations, Adar pairs cutting-edge virtualized environments with enterprise-level security, support, and award-winning customer service - all monitored and maintained for you 24/7/365.

Adar started in Chicago in 2005 as a cloud-based virtualization and IT consulting company dedicated to helping businesses virtualize their infrastructure - and it is much of what we still do today.

Adar has 200+ customers all over the world who rely on our IT services every day.

With a 94 NPS score and 98%-99% customer satisfaction rating, Adar is a leader in client success.

Customer:

Over the years I have learned how important it is to be able to not only have, but easily pull, call data in a call center environment. Code Software is giving me back large portions of my day by making reporting such an easy task. Not to mention how customizable the dashboards are and the value they bring.

Challenge:

The challenge I faced was finding an accurate and efficient way to not only pull and retain data, but also provide the data to my team. Our previous software fell short in this regard and took way too long for me to pull reports. It also didn't have great dashboard features or real-time monitoring. Real-time monitoring in a call center environment is a huge upgrade.

Solution:

Since moving to Clobba, I personally have much more time to focus on what I need to. The easy reporting features make it simple to update my daily, weekly, and monthly reports and saves me a ton of time. I am able to provide better - and more in depth reports - to my team and can really focus in on areas of improvements. The real-time dashboards are a huge help to my manager and team as they can constantly see who is on the phone and how many calls they are taking on a daily basis. The efficiency this is proving me and my team is worth every penny.

Result:

My favorite feature is definitely the real time monitoring. With everyone working remote it is quick and easy to see who is and who isn't currently on a call.

About Code Software

Code operates through a global network of 50+ strategic partners, and serve 3,000+ customers, from SMEs to the largest global organizations. Like our partners and customers, we work collaboratively and effectively across borders and time zones. Our HQ is in Gloucestershire in the UK, and we have two other busy offices in the US and Romania.

Other testimonials

"We run over 140 call-management reports on a regular basis, and have forgotten how we managed before Clobba. Our investment paid off in bare weeks."

Vicente Fraser, CIO
London School of Business and Finance

"The perfect choice for us. We now have clear visibility of call quality, user adoption and employee productivity within our [UC environment]."

Frederik Christiansen,
Group IT Operations Manager,
EET Group

"A good choice. The dashboard is particularly useful for getting a quick look at both quality and volume metrics, and can be filtered to focus on specific sites or on the global deployment."

David Abosch,
IT Project Manager, Subsea 7

Who we are

UC has revolutionized working practices around the world, bringing new ways of communicating and collaborating. To make a success of this new way of working organizations need robust and adaptable reporting and management tools. Code has been producing UC productivity solutions since 2013 and reports on over 500,000 UC users.

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We use our expertise to develop innovative reporting, analytical, and management software to help you unlock efficiencies and extract business insights for your UC.

Code's suite of software assists in managing multiple elements of your Unified Communication environment.

- **Clobba** - reporting and analytics for UC
- **Clobba DM** - inventory and device management for headsets from EPOS, Jabra and Poly
- **Clobba RT** - real-time and historical reporting and wallboards for MS Teams Call Queues and Auto Attendants and SfB Response Groups
- **Clobba VR** - simple and cost-effective call recording for Teams and SfB
- **Clobba RM** - DID number and range management solution
- **Clobba CM** - delivering governance, adoption and productivity stats for organizations using Microsoft Teams
- **Clobba QM** - local management and configuration of Teams Call Queues Auto Attendance
- **Clobba Go** - Free reporting and analytics for organizations with up to 100 MS Teams users

With offices in the UK, US and Romania we operate through a global network of 150+ partners and have installations across five continents, ranging from SMEs to the largest global enterprises. We pride ourselves in delivering the

CLOBBA

CLOBBA **DM**
DEVICE MANAGER

CLOBBA **RT**
REAL TIME

CLOBBA **VR**
VOICE RECORDER

CLOBBA **RM**
RANGE MANAGER

CLOBBA **CM**
COLLAB MANAGER

CLOBBA **QM**
QUEUE MANAGER

CLOBBA **GO**

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