

Content Guru

Cloud Contact Center Provider



What Content Guru Does

Since **2005**, Content Guru has been helping organizations build outstanding CX – in short, engagement made easy.

Through its cloud-based solution, **storm®**, Content Guru supports **over 1000 enterprise-scale customers**; from the US Federal Government to global insurers like AXA. It has offices and availability zones across the Americas, AsiaPac and EMEA, allowing seamless service in **over 150 countries**.

Content Guru lies at the center of a global professional services ecosystem of **thousands of organizations** and a workforce of millions. Technology is its beating heart – over **70%** of its team work in technical roles and over **20%** the company's revenues are invested in R&D each year.

Available in over

150

countries

50,000

concurrent digital agents supported for a single customer

10,000+

queued inbound voice calls routinely handled

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99.999%

Availability

What Others Say...

Content Guru has been positioned as a Challenger in the 2023 Gartner® Magic Quadrant™ for CCaaS.

According to AXA UK's Chief Operating Officer, "We keep our customers at the forefront of everything we do and to reflect this... We're thrilled to continue working with Content Guru... and are looking forward to further realizing the positive impact of **storm** on the customer experience we offer."

Why Organizations Choose Content Guru

storm's unrivalled scalability has dealt with national-scale emergencies, such as COVID response, and enabled multinational corporations to deliver seamless CX across complex, global IT estates.

Its minimum **99.999% availability** makes it the only cloud-based solution trusted by **blue-light emergency services**.

It integrates with any system of record, with **thousands** of mainstream, vertical, and bespoke integrations already in place. This is helping financial services firms to easily cross-sell between business units, healthcare organizations to unify a complex web of patient databases, and utilities to proactively communicate based on information from smart meters.