Fiorano
Enabling change at the speed of thought

# FIORANOMQ ENABLES CONNECT FIRST TO SAIL ALONG WITH A FULLY HOSTED, WEB-BASED CALL DISTRIBUTION PLATFORM.

**"Connect First is happy with the decision to partner with Fiorano for this mission critical component of our platform. FMQ performs as advertised and has helped our company scale to meet the demands of our clients. If given the option to do it over again, I would stick with Fiorano."**

**Geoff MINA**
**Chief Technical Officer**
**Connect First Inc.**

## CUSTOMER PROFILE

Connect First is a leading provider of hosted call center solutions. The Connect First platform provides a complete suite of bundled telephony services including inbound ACD, outbound predictive dialing, call tracking and IVR.

## BUSINESS PROBLEM

The Connect First platform was in the processing of being restructured in some core areas. One of the areas being re-developed required high speed, high throughput messaging in a highly available model. At its core, the Connect First platform processes telephone calls, so speed and guaranteed delivery of mission critical messaging was absolutely critical to the solution.

## SOLUTION

They implemented the Fiorano Messaging Queue to solve their requirements for high performances inter server/process messaging. The FMQ server was deployed in High Availability mode to help them achieve the 99.999% uptime guarantee with their clients.

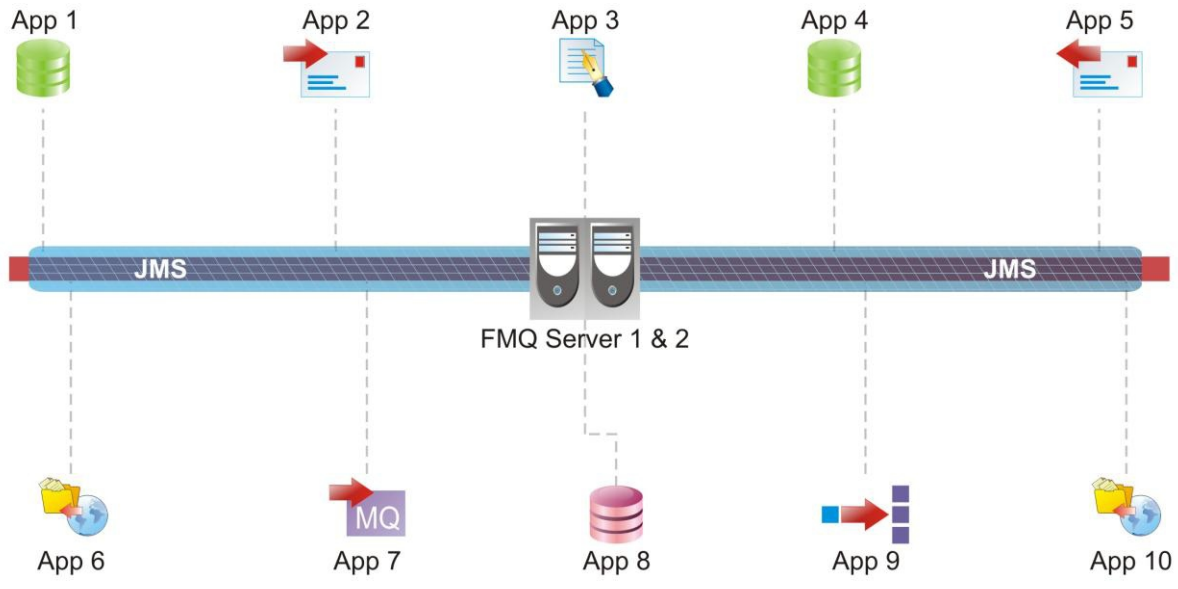


**FIGURE1: Various Applications Connected Using FioranoMQ**

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## WHY FIORANO

Connect First chose Fiorano for a couple of reasons.

- Outstanding test results and comparisons with other JMS servers.
- The demo installation was quite fast and bestowed what was expected in production environment.
- Ease of use and quite simple to learn.

## ABOUT FIORANO SOFTWARE

Founded in 1995, Silicon Valley based Fiorano is a USA (California) Corporation, a trusted provider of Digital Business Backplane and enterprise integration middleware, high performance messaging and peer-to-peer distributed systems. Fiorano powers real time, digital enterprises with bimodal integration and API Management strategy that leverages the best of systematic (centralized, high-control) and adaptive (federated, high-speed) approaches to deliver solutions across cloud, on-premise and hybrid environments. Fiorano operates through its worldwide offices and a global network of technology partners and value-added resellers.

Global leaders including AT&T Wireless, Boeing, British Telecom, Federal Bank, L'Oréal, McKesson, NASA, POSCO, Rabobank, Royal Bank of Scotland, Schlumberger, US Coast Guard and Vodafone have deployed Fiorano to drive innovation through open, standards-based, event-driven real-time solutions yielding unprecedented productivity.

To find out more about how Fiorano can help you meet your enterprise integration objectives, visit **www.fiorano.com** or e-mail **sales@fiorano.com**


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