Skyetel

Skyetel Powers Reliable, Scalable Voice Infrastructure for Quicken

A leading personal finance platform turned to Skyetel to provide a solid voice backbone for customer support operations.

> "With Skyetel handling our voice operations, we can focus on delivering the best customer experience **without worrying about carrier reliability or complexity.**"
>
> **- Quicken Executive**

Quicken, a trusted personal finance and budgeting platform that helps consumers manage money, track spending, and stay organized, needed a carrier partner capable of delivering reliable voice infrastructure for customer service and IVR operations to millions of customers.

Quicken

The Challenge

✕ **Reliable Voice Infrastructure:**
Quicken needed to deliver consistent uptime and clear call quality for its customer support and IVR channels.

✕ **Scalability & Cost-Efficiency:**
High fixed costs limited usage flexibility as call volumes fluctuated with customer demand.

✕ **Seamless Integration:**
Managing provisioning, reporting, and monitoring through multiple systems created unnecessary complexity.

✕ **Operational Simplicity:**
Manual porting, billing, and compliance management diverted attention from higher-value initiatives.

The Action

Quicken needed a voice partner that could simplify operations while ensuring consistent uptime for customer-facing interactions. Skyetel delivered on both fronts with a modern, API-driven platform built for scalability and visibility.

The platform's API integrations made it easy for Quicken to automate provisioning, monitor performance, and manage porting with far less manual effort. Plus, Skyetel's geographically redundant infrastructure provides the reliability customer support teams depend on, while flexible usage-based pricing supports scalable growth without heavy fixed costs.

The Results

With Skyetel, Quicken can now:

Deliver consistent uptime and call quality with a resilient voice network

Scale customer communications quickly through automated provisioning

Simplify admin operations by offloading billing, porting, and compliance tasks

Leverage white-label capabilities to maintain branding while outsourcing voice operations

Expand its voice-based offerings without heavy infrastructure investment

Skyetel