

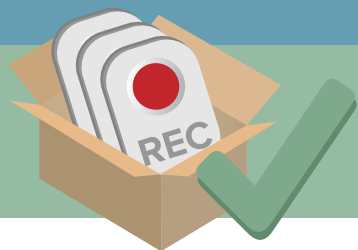
HELP WHEN YOU NEED IT MOST



## IMMEDIATE SCALE AND PERFORMING UNDER THE WORST CONDITIONS



In 2018, back-to-back nor'easter storms Quinn, Riley, Skylar and Toby hit the East Coast causing rolling blackouts and below freezing winds and temperatures. During this crisis, a national utility company was able to utilize TCN's IVR, inbound, and outbound software to keep families current and up-to-date as the storm and power situation progressed. **Here's the breakdown:**



Delivered Audio

**13,117  
DAYS**

OR 104,936 HRS



Dialing Time Saved

**1,133  
DAYS**

OR 9,067 HRS



Savings Between

**1.5-2.0  
MILLION**

IN LABOR

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