May 27, 2016
For Immediate Release

KADENCE Launches Ticketing System

Missoula, MT, May 27, 2016 – KADENCE announced today the release of KADENCE Ticketing System (KTS), a robust lifecycle ticket management platform. Service providers will rely on KTS to support customer retention initiatives through the benchmarking of KPIs and the enablement of preferential customer support. KTS is a SaaS that integrates directly with KADENCE Circuit Management (KCM) or can be leveraged independently.

Blackfoot Telecommunications Group (www.blackfoot.com) will migrate to KTS on June 1. Deanna Jenness, TAC Supervisor, reflected on the migration decision, "We have been challenged by using multiple, disparate ticketing systems. We evaluated several new ticketing applications, seeking to improve operational efficiency and support corporate initiatives. KTS meets all of our department requirements, accommodates expansion expectations and will provide better experiences to the most important people in our company – our customers."

Todd Twete, KADENCE's Vice President of Sales, commented on the KTS release, "Competition is fierce today. Creating a sound customer experience and resolving issues quickly when they arise is a best business practice; and frankly, the expectation of most customers. However, without a robust system and defined operational processes, preferential customer service is simply an aspiration without a means to execute. KTS can support service providers' quest for competitive differentiation."

KADENCE Ticketing System arms telecommunications providers with a SaaS system for ticket workflow management. KTS manages tickets or issues from inception to resolution and closure. The nature of the request is detailed, tracked, classified and routed based on type and priority. KTS functionality allows an internal or external user to submit a trouble ticket or an issue in need of management. In addition, KTS workflows can be customized using your business rules and operational procedures.

Tracking and reporting functionality within KTS detail key performance indicators (KPIs) such as overall volume of tickets, most common ticket types and average time for resolution. Trends and links are established by functionality that creates relationships between customer, circuit, location and equipment ticket types.

About KADENCE

KADENCE is a leading nationwide telecommunications billing software, services and solutions provider offering special circuit management, carrier access billing (CABS), mediation, wholesale billing and ticketing system to ILEC, CLEC, tandem and MSO organizations. KADENCE is a wholly-owned subsidiary of Blackfoot based in Missoula, MT. For more information, visit gokadence.com.