



Top insurance company
connects Commio to Twilio
to save 48% on toll-free



“ In our business, we have to connect with customers every time. That's why we integrated **Commio** into Twilio. Now we're sending our calls over all 5 toll-free carriers and saving 48% a month on our toll-free operations. Your platform automates these savings, and gives us the tools we need to deliver maximum uptime. ”

Contact Center Manager

Insurance Company Spokesperson



OPPORTUNITIES

- Twilio lacks carrier visibility, routing control and flexibility
- Inability to route calls across multiple toll-free carriers at the best price
- No tools to solve common call quality issues & mitigate downtime
- Slow to respond to support issues

SOLUTION

- Connect Commio's intelligent call routing to automate savings
- Route calls across all 5 high-quality carriers with full control & disaster recovery
- Purchase, port-in, and provision toll-free numbers quickly and painlessly

OUTCOMES

- Lower toll-free costs by 48%
- Self-manage disaster recovery to improve up-time
- Live support team available via Slack, phone, email

GOAL

Enhance Twilio to Save on Toll-Free

For a Fortune 500 insurance company, connecting Commio to Twilio automates 48% in monthly toll-free savings and reduces downtime. All with a single code change that instantly routes their calls through 5 high-quality toll-free carriers, with full routing control to mitigate outages in real-time.

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As call volumes rise, so do Twilio's costs. The insurer discovered that adding additional capacity for more calls per second was cost-prohibitive, as was the base rate for toll-free calls. With a keen eye on reducing their costs, the company started evaluating "bring your own carrier" alternatives that seamlessly integrated with their existing code.

Commio Connects with Twilio to Reduce Costs & More

That's when they found **Commio's** intelligent call routing. With one simple code change in Twilio, the contact center's operations team instantly added 5 high-quality toll-free carriers, unlocking a fully-redundant solution to mitigate outages, as well as deliver 48% in savings every month.

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Commio allows the insurer to act as their own RespOrg, making it easy to purchase new toll-free numbers to make their life easier with simultaneous activation across all 5 toll-free carriers. Porting in and managing their existing numbers was simple as well, powered by our platform and APIs. The entire DID purchase, port-in, and provisioning process was painless, with automated alerts along the way.

"Twilio's voice API is incredible. What it's missing is a more robust carrier layer. It's a black box. We were unable to control the cost or routing of our calls, and we were hitting up against our CPS maximums. **Commio** was the answer."

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Commio makes it easy to pull detailed reporting and SIP ladders to research call quality issues. What used to start with filing a Twilio support ticket and waiting days for a response now takes minutes to identify trouble spots, turn carriers on and off, and more. This greatly enhances any Twilio stack, adding the missing multi-carrier solution that developers have been asking for since its launch.

Commio's powerful iCR optimizes outbound and inbound call routing in real time, reducing costs by 30-50% or more for Twilio, Nexmo, and Plivo users. Six-second rounding boosts performance further, saving up to 75% on each call.

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With direct access to **Commio's** network operations specialists via Slack, email, and phone, the insurer's setup, configuration, testing, and launch took several days instead of weeks. When questions or needs arise, the **Commio** team responds instantly to ensure that calls are being handled effectively at scale, day in and day out.

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Ready to save 50%-70% on your Twilio costs?
Have 60 seconds to make one code change?

There is a better way.

[GET A DEMO](#)