

Empowering Growth and Customer Experience

An Amazon Connect + Salesforce Service
Cloud Voice Case Study

Client Snapshot

LiveLife Alarms is a trusted Australian-owned and operated provider of personal mobile alarm systems, supporting the safety and independence of older Australians and people living with disability. With over a decade of experience, a dedicated local support team, and ongoing investment in research and development, LiveLife offers reliable, easy-to-use devices and monitoring solutions designed to give wearers and their families greater peace of mind.

Industry: Personal Safety / Health Tech

Organisation: LiveLife Alarms

Key Stakeholders: Kymberly Whitney, General Manager, Operations and Gabrielle Hancock, Chief Executive Officer

“The visibility we now have into customer sentiment, agent performance, and operational data has been a complete game-changer.

We’re making better decisions, faster – and the platform gives us the flexibility we need to keep evolving.”

Gabrielle Hancock
Chief Executive Officer

Challenges - Business Problems:

LiveLife Alarms' outdated contact centre platform couldn't keep up with its growth, lacking essential features like call recordings, customer data screen pops, and self-service tools. This forced the team to spend excessive time on routine tasks that could have been automated.

Solution:

A unified contact centre solution leveraging **Amazon Connect** and **Salesforce Service Cloud Voice** technology. The platform integrated voice and CRM into a single agent workspace with intelligent call routing, screen pops, and analytics.

Outcome:

The new platform led to significant improvements, including a 30% improvement in Grade of Service and a 15% decrease in average handling time. Customer satisfaction also rose from 4.5 to 4.9 within 12 weeks, with the platform enabling 100% hybrid work and providing real-time dashboards for actionable insights.

Challenge / Business Problem

LiveLife Alarms was experiencing limitations with its existing contact centre platform, which was unable to keep up with the company's growth trajectory and evolving CX demands. Key challenges included:

- No call recordings, CSAT capture, or speech analytics
- No customer screen pops for agents, with limited telephony integration to the CRM
- Limited reporting capabilities
- Inability to support remote or hybrid work

Additionally, the business had limited self-service tools for customers and was reliant on outdated hardphone systems.

As a result, the contact centre team spent excessive time managing mundane customer requests that could have been automated.

Objectives

LiveLife Alarms aimed to modernise its contact centre and customer engagement capabilities to support its growing customer base and evolving service expectations. The key objectives were to:

- Enable a cloud-based, scalable platform to support future growth
- Improve agent efficiency and reduce call handling times
- Introduce customer insights through analytics and reporting
- Support remote and hybrid work models
- Free up agent capacity by enabling self-service capabilities

The Solution

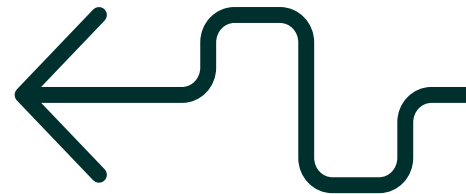
Kytec worked closely with LiveLife Alarms to build a future-ready contact centre platform that directly addressed their pain points and aligned with growth ambitions. The tailored solution included:

- A unified agent workspace with integrated voice and CRM
- Call recording, CSAT capture, and speech analytics for better insights
- Intelligent call routing and customer screen pops to reduce handling times
- Cloud-based infrastructure to enable hybrid work
- Scalable self-service options to deflect low-value interactions

The deployment was seamless, collaborative, and guided by best practice — laying a strong foundation for future AI-driven enhancements.

“The business was evolving, and we recognised that our technology needed to keep up. We didn’t have the internal expertise to build the solution we needed. Kytec came highly recommended by Salesforce, and from day one, they brought clarity, deep contact centre knowledge, and a genuine commitment to our success.”

Kymerly Whitney
GM Operations, LiveLife Alarms



“This wasn’t just a tech upgrade — it was a transformation of how we support our customers and our team. Kytec understood the stakes and delivered a solution that gives us real-time insights, operational flexibility, and the confidence to scale. They were strategic, responsive, and genuinely invested in our success.”

Kymerly Whitney
GM Operations, LiveLife Alarms

Results & Outcomes

Since going live, the new platform has delivered measurable improvements across operations and customer experience:

- **30%** improvement in Grade of Service
- **15%** decrease in average handling time due to integrated workflows and screen pops
- **100%** hybrid work enablement with a cloud-based platform
- **10+** real-time dashboards providing actionable insights into customer sentiment and agent performance, resulting in 5 process improvement changes and further insight into product enhancements
- Customer Satisfaction improvement from **4.5 up to 4.9** within 12 weeks
- Foundation established for AI-powered capabilities like sentiment analysis and predictive routing

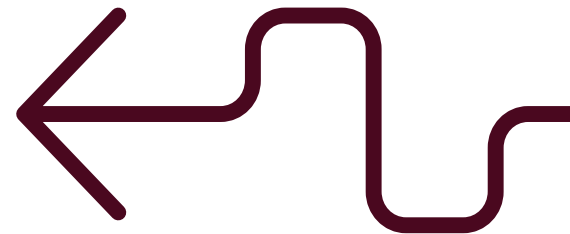
LiveLife also praised the Kytec partnership for:

- A smooth, well-managed deployment with minimal disruption
- Rapid response to issues and the ability to adapt quickly as needs evolved
- Ongoing strategic input to help guide platform optimisation and future CX planning



“What set Kytec apart wasn’t just the technical delivery – it was their commitment. From strategy through to go-live, their team felt like an extension of ours. The depth of expertise, responsiveness, and genuine care was a demonstration of what a successful partnership should look like.”

Kymberly Whitney
GM Operations
LiveLife Alarms



Looking to modernise your contact centre and deliver exceptional customer experiences?

Partner with Kytec to design a scalable, integrated solution that fits your unique needs.

Contact us | Kytec