

# Omni Interactions and Innovative Cyber Security Company Join Forces to Bolster On-Demand Support for Security Breaches

*Empowering Cyber Resilience: Omni Interactions and Leading Consumer Security Company Unite to Provide On-Demand Support for Enhanced Security Preparedness*

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-- [Omni Interactions](#), winner of [Outsource Provider of the Year](#), is thrilled to announce its strategic partnership with an innovative cybersecurity company to enhance its capabilities in addressing security breaches. This collaboration leverages Omni Interactions' flexible workforce and on-demand global talent pool, providing instant and scalable support when needed the most.



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In today's ever-evolving digital landscape, the frequency and complexity of cyber threats are on the rise, making it imperative for companies to fortify their security measures. Recognizing this need, Omni Interactions has forged a partnership with a leading cyber security company to offer a comprehensive solution for immediate breach response powered by Omni Interactions' [on-demand customer support team](#).

Courtney Meyers, Co-CEO of Omni Interactions, expressed enthusiasm about the partnership, stating, "We're delighted to collaborate with a fast-growing security technology company to revolutionize their customer support capabilities. Our on-demand customer service solutions ensure instant and scalable support as part of our partner's comprehensive breach response, empowering the company to navigate fluctuations in call volume effortlessly. By leveraging our flexible workforce and global talent pool, the company can focus on its core expertise. This partnership exemplifies our commitment to providing innovative solutions that empower businesses to grow without the burden of internal staffing challenges."

Key highlights of the partnership include:



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*Courtney Meyers, Co-CEO of  
Omni Interactions*

- Flexible Workforce: Omni Interactions offers a unique ability to scale up or down customer service representatives on-demand, ensuring swift responses to fluctuating call volumes during security breaches.
- Global Talent Pool: Omni Interactions' extensive network of skilled professionals worldwide ensures that the cyber security company has access to a diverse talent pool, equipped to handle various languages and regional nuances, facilitating seamless communication and support during critical situations.
- Instant Response: With Omni Interactions' on-demand solution, the cyber security company gains the capability to adjust customer service resources in real-time, aligning with the dynamic nature of security breaches. This rapid

response ensures that the company can effectively manage increased customer call volumes during incidents, minimizing downtime and potential risks.

- Phone Customer Support: Omni Interactions will provide phone-based customer support during security breaches, offering a personalized human touch to clients navigating heightened security concerns. This personalized support enhances the overall customer experience and reinforces the cyber security company's commitment to client satisfaction.

Through this collaboration, Omni Interactions aims to enable the cyber security company to leverage its core strengths while leaving the customer support challenges to the experts. The partnership reflects a shared commitment to providing innovative solutions that address the evolving needs of businesses in an increasingly digital world.

## About Omni Interactions

Winner of Outsource Provider of the Year, Pandemic Tech Innovation of the Year, and finalist for CCW BPO of the Year and CCW Workforce Innovation of the Year, Omni Interactions is the fastest-growing BPO in the US ranking #170 on the Inc. 5000. Its winning strategy is comprised of a unique business model utilizing remote brand ambassadors and AI-powered cloud-based technology to provide on-demand, scalable, omnichannel customer experience at a 25%+ lower cost. Frost & Sullivan analyst, Michael DeSalles stated "Omni Interactions solves many of today's current CX challenges with an innovative business model that combines automation with people-based support."

Shelby Bozekowski

Omni Interactions

+1 720-209-2818

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