
CENTURIONCARES AND GLDS PARTNERING TO HELP BROADBAND SERVICE PROVIDERS AND THEIR SUBSCRIBERS.

Oldsmar, FL (Sep. 2022) - CenturionCARES and broadband billing and operations vendor GLDS have recently collaborated on an initiative enabling broadband service providers to process payments over the phone. The successful integration of [CARES](#) software with GLDS's signature [BroadHub](#) platform will bring 24/7 automated self-service payment options to broadband subscribers.

The fully integrated solution supports Interactive Voice Response ([IVR](#)) payments for both native BroadHub credit card processing and ACH e-check processing, with pin code validation through BroadHub. Empowering subscribers to make payments at any time of the day convenient to them enhances their service experience while reducing stress on the contact center. The new service also permits customers in arrears who make payments to be automatically re-enabled, sparing providers the high costs of delinquency in both financial and human resources.

The ongoing relationship between CenturionCARES and GLDS provided an ideal environment for the expedient and seamless systems integration, with the result benefiting both broadband service providers and their valued subscribers.

CenturionCARES, Inc.

Founded in 1981 as a systems integrator, the past three decades has seen CenturionCARES evolve as a sole-source designer and manufacturer of Omni-channel Cloud and Premise based Contact Center Platforms, featuring CARES ACD, CARES IVR and CARES ConnectX PBX solutions. Our turnkey self-serve solutions for in- and outbound customer communications integrate tightly into virtually any back-end systems including the GLDS platform, to maximize investment while establishing a new standard in customer experience and data analytics. CARES solutions are designed and built through customer service expertise with a goal to make superior service easy to deploy and intuitive to use.

GLDS

GLDS provides small to mid-sized broadband service providers with best-of-suite customer management, billing, and service delivery solutions. Stand-alone and cloud-based platforms offer full customer life-cycle management for FTTH, Internet, VoIP, IPTV, OTT, and more. GLDS has installed solutions for more than 800 operators in 49 states and 47 countries worldwide. www.glds.com

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