



carahsoft®

STATE, LOCAL AND FEDERAL GOVERNMENT | CLOUD CONTACT CENTER SOLUTIONS

Modernize Citizen Engagement with storm® by Content Guru

The Most Secure and Reliable Cloud Contact Center Solution Available for State, Local and Federal Agencies



Content Guru's acclaimed contact center-as-a-service (CCaaS) storm® is ready for state, local and federal government users and partners who need a feature-rich cloud contact center to reinvent customer experiences, replace legacy on-prem call centers, or reduce complexity associated with multiple SaaS apps.

Hosted in a multi-tenant private cloud in continental US data centers – with all functions developed in-house using a microservices-based, cloud-native, single codebase – Content Guru's storm CCaaS is FedRAMP®-authorized at High Impact level. As such, agencies and customers in highly regulated environments can quickly and easily benefit from the world's most flexible, reliable, and secure cloud contact center available today.

Content Guru's Advantages for Government Agencies

State, local and federal government agencies benefit from:

- **Highest uptime and SLA available:** 99.999%
- **Unlimited scalability:** Near-limitless inbound calls and digital interactions
- **508, ADA, and WCAG compliance:** Agencies can hire agents with disabilities by leveraging storm's compliant browser-based interface
- **FedRAMP "High" baseline:** Streamlined ATO and accreditation process. All modules, functions, and features in storm are FedRAMP authorized, and reside within the accreditation boundary
- **Integrated CRM:** Fully customizable to streamline agent workflows, productivity, simplify training, and eliminate need for costly 3rd party licenses
- **In-built Customer Data Platform (CDP):** Data aggregation from all back-end systems of record
- **Simple provisioning and operations:** Low-code, dynamic service creation to manage demand. Digital infrastructure services tailored to government
- **MS Teams integration:** Feature-rich UCaaS capability and PSTN calling

GSA

FedRAMP® is a product
of GSA's Technology
Transformation Services

info@fedramp.gov

fedramp.gov



SECURITY HIGHLIGHTS

- **FedRAMP® HIGH CERTIFIED**
FedRAMP® High offers the strongest data protection measures, including advanced encryption, robust access controls, and strict data handling procedures. This ensures the confidentiality, integrity, and availability of sensitive information
- **HIGHLY SECURE DATA CENTERS**
CONUS-based active-active data center sites, each able to operate independently
- **POWERFUL SECURITY & PRIVACY CONTROLS**
NIST 800-53-based control families at high-impact level for security and access controls. Under the high baseline, these security controls are specifically designed to address more advanced cybersecurity threats and provide greater protection for sensitive data, including personally identifiable information (PII) and controlled unclassified information (CUI)
- **ROBUST ENCRYPTION STANDARDS**
FIPS-validated or NSA-approved cryptographic modules (CMs)



NIST

Transform Your Citizen Experience Using the Most Complete FedRAMP-authorized CCaaS

For more than a decade, Content Guru has been serving organizations in the Federal Government and SLED sectors across the United States.

Now, thanks to our FedRAMP® High Impact Authorization covering all Content Guru modules, features and functions, your agency or department can pace your journey to the cloud to best meet needs and budget requirements.

At-a-Glance: Content Guru's storm CCaaS

- ✓ Omni-channel interaction (voice, webchat, email, text, social media)
- ✓ 360-degree view of the customer
- ✓ Geo-redundant disaster recovery
- ✓ Bring Your Own Carrier (BYOC)
- ✓ Native UCaaS
- ✓ Omni-channel workforce engagement platform
- ✓ Consolidated reporting
- ✓ In-built CDP and customizable CRM capabilities
- ✓ Secure WFM and QM capabilities
- ✓ 99.999% standard SLA
- ✓ AI/intelligent automation
- ✓ Ticketing system
- ✓ Multi-tenant private cloud
- ✓ 100% call recording
- ✓ Microsoft Teams integration
- ✓ Extensible and customizable to integrate legacy or proprietary databases
- ✓ Predictable per-seat pricing includes SLA with embedded support

Innovate with FedRAMP® Authorized AI Capabilities

With Content Guru's ability to leverage FedRAMP® authorized AI technology solutions, federal agencies can securely harness the power of data, enhance decision-making and improve citizen services. Embrace the only FedRAMP® high cloud contact center – storm, powered with AI – and meet evolving agency and citizens needs.

Learn what Content Guru can do for you on the FedRAMP® Marketplace:

<https://marketplace.fedramp.gov/products/FR2325657620>

About Content Guru

Content Guru makes engagement easy. Its resilient cloud-based contact center solution, storm®, is trusted by the world's largest public and private sector organizations to deliver mission-critical, first-class customer experiences quickly and accurately. Leading organizations, from public sector agencies and mission-critical service providers to the world's largest enterprises, rely on storm's unrivalled 99.999% availability and flexible, future-proof capabilities. Content Guru delivers services in over 100 countries and enables major organizations, including multiple agencies across the state, local and federal government sectors, to deliver reliable, consistent and best-in-class omni-channel experiences.



U.S. East Coast Headquarters

12120 Sunset Hills Rd
Suite 150
Reston VA 20190

U.S. West Coast Headquarters

900 E. Hamilton Avenue
Suite 510
Campbell, CA 95008



T: +1 408-559-3988



Contact Public Sector Sales:

fedramp@ContentGuru.com

Why Choose FedRAMP® High?

Choosing Content Guru's FedRAMP® High certified CCaaS solution ensures state, local, and federal government agencies meet the highest security standards, crucial for handling sensitive data such as Personally Identifiable Information (PII) and Controlled Unclassified Information (CUI). Unlike FedRAMP® Medium CCaaS platforms, storm by Content Guru meets the strictest security standards across all communication channels. This commitment minimizes risks to confidentiality, integrity, and availability, protecting against intellectual property loss, financial damage, and even physical harm. By selecting FedRAMP® High certified solutions, state, local, and federal organizations can operate seamlessly and maintain public trust.