



A NYS Certified Woman-Owned Business Enterprise



FACT SHEET



Prime Contractor:
NYS Umbrella Contract
(Cloud/Services)



Select Consulting Partner

Public Sector Partner

Company Name: DiRAD Technologies, Inc

Founded: 1984

Corporate HQ: 9 Corporate Drive
Clifton Park, NY 12065

Phone: 518-438-6000

President: Maria Massa

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Services: Contact Center Services
Contact Center Technology
Interactive Voice/Chat Assistant + IVR
SIP Trunking
Mass Notification
Cloud Hosting

About: DiRAD helps public sector clients deliver exceptional citizen customer service by providing innovative technology, people, and best practices to create world-class customer experiences.



Contact Center Services

Staffed contact centers with agents at physical call center or remote.

- Dedicated, professionally trained agents
- Omnichannel technology platform
- Voice calls, webchat, SMS agent chat
- Integration to customer back-end systems



Contact Center Technology

20 Years of technology consulting and implementation.

- Genesys and Amazon Connect partner
- Turnkey contact center implementation
- Interactive Voice/Chat Assistant + IVR
- Onsite training and cutover support



Interactive Voice/Chat Assistant + IVR

Development of IVR and AI-driven Natural Language Understanding solutions.

- Amazon and Google-based applications
- Multiple Languages
- API Integrations
- GTFS Real Time support



Mass Notification Solutions

Rapidly-deployed notification platform that is cloud-based and simple to use.

- Notifications via voice, SMS, and email
- User-friendly, intuitive web portal
- Supports multiple languages
- No IT skills necessary to use



Saratoga County, New York

In the midst of the COVID pandemic, DiRAD was contracted to provide contact center agents to handle the myriad of calls from county residents regarding the scheduling of vaccinations. DiRAD agents were trained and certified on HIPAA, as well as the proprietary back-end systems the County used to schedule vaccinations.

The County continues to leverage DiRAD's contact Center agents to provide the latest information on COVID booster shots.



New York City Board of Elections

For the tumultuous 2020 General Election, DiRAD was contracted to provide contact center agents to handle the overwhelming number of calls into the Board's main toll-free number for election information. DiRAD agents were trained on election law, policies, polling places, and general questions, which helped to shorten wait times and increase citizen satisfaction.

The Board continues to engage DiRAD when needed, to handle spikes in call volume.



City of New York

DiRAD implemented contact center, IVR, and web solutions for various agencies within New York City, including Administration for Children's Services, NYPD, DCAS, Board of Elections, and Department of Health.



Hampton Roads Transit

DiRAD designed and developed a Natural Language IVR that is integrated with Google GTFS, and allows for conversational speech interactions for callers looking for real time fixed-route bus schedules.