

Spiderlink Selects MultyComm's Cloud MCSSE Platform to Enhance Customer Service and Collections Efficiency

SpiderLink - a leading Internet Service Provider in India has migrated to the MultyComm 360 Degree Omni Channel Cloud UCAAS platform to increase operational efficiency and reduce Response Time as part of its technology advancement

New Delhi, Delhi Feb 1, 2026 ([IssueWire.com](https://www.IssueWire.com)) - [Spiderlink](#), a leading Internet Service Provider (ISP) in Rajasthan, India, has chosen [MultyComm's](#) innovative Customer Sales and Service Enablement (MCSSE) platform to transform its customer service and collections operations. Serving over 30,000 customers in more than 200 cities and towns across Rajasthan, Spiderlink's decision to upgrade to MultyComm's cloud-based, 360-degree customer interaction platform marks a significant step in improving service efficiency and enhancing customer satisfaction.

With a strong customer base in Tier 2 and Tier 3 cities, where voice communication remains a primary support medium, Spiderlink sought a solution that would enable faster, more reliable interactions. MultyComm's MCSSE platform offers seamless integration across voice and non-voice channels, enabling Spiderlink to connect with customers swiftly and reduce latency during interactions.

Key features like auto-dialing have streamlined the reminder process for outstanding payments, service quality checks, and other notifications. Customers calling the support line now experience reduced wait times, thanks to virtual queueing and sticky agent features, ensuring that they receive a callback when their turn arrives. Additionally, every call interaction is followed by an SMS update, keeping customers informed about service requests and complaint resolutions.

Sachin Khandelwal , CEO of Spiderlink, commented on the platform's impact:

"With MultyComm's system in place, we can now offer faster and more efficient customer service. We're also exploring opportunities to leverage the platform to expand our enterprise services, bringing new-age cloud communications to our customers. The E-COMM platform is a comprehensive solution that integrates voice, video, social media, and marketing tools—all essential for ISPs aiming to enhance internal operations and offer value-added services to their customers."

Aveek Roy, Founder of MultyComm, expressed pride in the partnership:

"We are honored to be chosen by Spiderlink as part of their technology upgrade. At MultyComm, we've successfully implemented our platform across various Carriers and ITSP's , and we understand the unique needs of carriers. Our 360-degree platform is designed to offer the highest standards of security, reliability, and efficiency, catering to both external and internal communication needs."

This collaboration is poised to enhance Spiderlink's service capabilities, enabling the ISP to deliver superior customer experiences and explore new avenues for growth.

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Source : MultyComm Interactive Media Private Limited

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