



## **TruIEM™ Names Robert Veghte Kennedy as CEO**

*Company Appoints Experienced Leader to Fuel Growth and Innovation*

**NAPLES, Fla. - March 31, 2022 - [PRLog](#)** -- TruIEM™, a leader in monitoring the digital experience of its customers' remote Contact Center agents, critical employees, and their real-time interaction with end users, announced the appointment of Robert Veghte Kennedy as the company's Chairman and CEO to fuel the next phase of the company's growth.

Today's complex digital environment often leaves remote workers operating outside the traditional boundaries of a fully managed IT infrastructure. These critical resources must receive and consistently provide the highest level of customer service. The TruIEM TruExperience™ platform provides Business and IT Operational teams a secure and scalable solution to measure and report user experience across what are often unmanaged technologies and 3rd party provided services.

TruExperience helps customers better understand the interactions with their clients and employees in real-time and adjust work assignments and technical resources to maximize those interactions.

"I'm very excited to be able to lead this experienced team of professionals with such an innovative service solution focused on today's distributed work environment," said Kennedy. "It's absolutely the right time and technology given the intensity of society's remote interactions using complex digital mediums."

"Kennedy's experience working with software platforms and services that have monitored and managed the world's largest service providers, enterprises, and government agencies, is the perfect fit to help propel our organization's growth and direction," said Scott Kimmelman, COO and founder.

Kennedy joins TruIEM having served as CEO and COO to several companies ranging from startups to over 14,000 employees. Having served as the operating officer at TPI International and then a founder of NetSpeak Corporation, Kennedy has been at the forefront of telecommunications and in the development of the VoIP and IP based call centers including leading the company awarded the patent for inventing and bringing to market the world's first IP based contact center.

Most recently, Kennedy led ShoreGroup from its early stages to having its CaseSentry platform monitor and manage the world's largest and most sophisticated networks and then through its sale to Francisco Partners, a private equity firm.

About TRUIEM™

TruIEM (<https://truIEM.com>) is a Digital Experience Monitoring company providing customers with visibility into the critical services affecting their remote workers' experience and the end users they interface with. The TruExperience™ platform focuses on determining the performance and availability of various applications including voice, video, data, and critical services to determine the quality of those interactions. TruIEM's customers can anticipate and view real-time digital experiences and gauge their resources' effectiveness. As a result, the company's enterprise and governmental clients can then take

corrective action to mitigate substandard conditions and optimize their business outcomes in line with expectations and priorities.

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**Media Contact**

Evan Birkhead

[\\*\\*\\*@truiem.com](mailto:***@truiem.com)

+1.908.910.6988

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