

CASE STUDY | FINANCIAL SERVICES

Global financial services company transitions from Avaya contact center to Unified Contact Center Enterprise

To improve operational efficiency and CX



About the client

The client is a global financial services company that manages over \$1.2T in assets. Headquartered in Chicago, it is one of the largest banking institutions in the United States and one of the oldest banks in continuous operation, catering to corporations, institutional investors, and ultra-high-net-worth individuals. It has over 40 call centers across the globe and has been running on an Avaya ACD and Genesys IVR for decades.

Requirement

As the client was switching to a 100% cloud environment for their data centers, its 500 users had to be quickly and seamlessly moved to the cloud for 40+ call centers. The

outdated Avaya on-premise ACD solution also needed new hardware and upgrades to maintain the customer service level. Internal cloud certifications for the clients' security and audit teams were a long way off, and they had no choice but to invest heavily in upgrading the dated Avaya solution or look for alternatives.

Solution

Servion's experienced consultants worked with the client team to understand their requirements and proposed and designed a comprehensive contact center solution - Cisco Unified Contact Center Enterprise. This solution was proposed after factoring in the client's roadmap to migrate to a cloud contact center in the next 12 months. The solution included the following:

- **Cisco Unified Contact Center Enterprise (UCCE)** seamless like-for-like migration from Avaya ACD and Genesys IVR in **less than 9 months**. The migration was completed in phases to migrate 500 agents to the Cisco UCCE solution (US data center) to handle US agents and then the EMEA data center to handle the EMEA agents.

- **ServiceNow integration** with the UCCE platform, which was disconnected from the earlier Avaya contact center solution

- **Day 2 support services** and blocks of hours for ongoing support.

Business outcomes

- Enabled new digital features to improve Customer Experience (CX) and agility

- A robust and modern on-premise solution that could easily be migrated to the cloud in the upcoming phase

- Improved agent experience with on-screen queue and performance information

- Empowered business users with a flexible reporting solution

- Helped achieve “Zero” data center footprint

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