

CASE STUDY | CONTACT CENTER

Global IT services and consulting company migrates contact center to Webex Contact Center Enterprise

To improve operational efficiency and CX



About the client

The client is a \$20B global IT services and consulting company based in Paris, France. They have been operational for 55 years and have 350,000 employees delivering sustainable technology services from 50 countries.

Requirement

The client was looking to migrate 80+ customers with 1,350 users from their existing on-premise contact center (Cisco Unified Contact Center Enterprise) to the cloud (Cisco Webex Contact Center) because their existing on-premise solution needed to be updated and required excessive maintenance.

Solution

Servion's experienced consultants worked with the client team to understand their requirements and proposed and designed a comprehensive cloud contact center solution - Cisco Webex Contact Center Enterprise. The team ensured a smooth cloud migration with no business disruptions. The solution included the following:

- **Cisco Webex Contact Center Enterprise (WxCCE) migration** from Cisco Unified Contact Center Enterprise (UCCE). The migration was completed in phases to migrate the Cisco WxCCE solution (US data center) to handle US agents and then the EMEA data center to handle the EMEA agents.

- The migration service covered the **UCCE database, scripts, and configuration** to the Webex CCE for a seamless like-for-like migration in less than six months from the start of 1st wave.
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- **Day-2 support services** and blocks of hours for ongoing support.

Business outcomes

- 99.9% uptime achieved with the new cloud-based Webex Contact Center Enterprise platform

- Robust expansion capability to quickly onboard new customers and reduce response time
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- Helped achieve “Zero” data center footprint
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- Enabled new digital features to improve Customer Experience (CX), agility and enhanced their services portfolio to compete with other BPOs

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