SUCCESS STORY | IT SERVICES

Multinational IT services and consulting company migrates to Cisco Webex Cloud

Moving operations from on-prem to Cloud Technology

About the client

The client is a multinational IT services and consulting company that serves clients in various geographies worldwide. Their primary focus is to build the foundations of a Next-Generation Contact Center capable of capturing and understanding customer feedback and sentiments in real time.

Requirements

The client sought a technology partner to facilitate the migration of its on-premise Cisco UCCE and UC technology to the cloud while adding features such as geo-redundancy, Portal Callback, etc. They aimed to shift on-prem operations to Cloud Technology, utilizing Cisco's cutting-edge Webex Cloud platform.

Solution

Servion, a global service delivery partner of Cisco, implemented a phased, frictionless migration strategy to transition the client's existing infrastructure to Cisco Webex CCE and Webex Calling DI instances in the US and EU. The transition was conducted in several phases:

- **Phase 0:** Establishing network connectivity between Cisco and client DCs, planning, gathering requirements, and designing the system.

- **Phase 1:** Building Cisco Tenant, validating tenants, setting up WCCE Solution and third-party infrastructure, migrating configuration DB from on-prem UCCE to WCCE, integrating with Calabrio Recording, and WFM Solutions, and integrating with third-party systems like Variphy, NovelVox, B+S, Zendesk, etc.

- **Phase 2:** Building Cisco Webex Calling DI Tenant, setting up Cisco Webex Calling DI Clusters for base phones, migrating configurations from On-Prem to Webex Calling DI clusters, designing dial-plan to accommodate on-prem dialing habits, integrating Inter-Cluster Lookup Service between Webex Calling DI and Webex CCE CUCM Clusters.

- **Phase 3, 4, 5:** Migrating ICM Scripts, Prompts, and CVP Apps for the clients going live in these phases, validating WCCE and Webex Calling DI configurations, providing UAT Support, and offering Go-live support.

- 24x7 Managed Services support from Global NOC.

Key Benefits:

The swift and seamless migration from on-prem to the cloud, without compromising customer and agent experiences, resulted in several significant benefits:

- **Portal callback functionality** provides convenience to customers and allows the client to manage peak call times better, improving overall operational efficiency.

- More effective and **personalized customer interactions** and enhanced customer experience (CX).

- **VPN-less connectivity for remote workers,** ensuring a more accessible and more efficient remote working experience.

- **Geo-redundant queues** distribute workloads across multiple geographically distinct sites to ensure consistent service.

- The capability to manage **contact center schedules directly from the WCCE portal** gives managers immediate access to adjust schedules based on call volumes and other metrics.

SERVION | *Crafting CX solutions*