SUCCESS STORY | RETAILER

# A US-based wholesale retailer unlocks the potential to meet the holiday sales

*Migrating the Verint solutions from on-premise to the Cloud*



## About the client

The client is an American multinational corporation and the second-largest retailer globally, best known for its bulk goods and great deals on household goods. Operating a chain of membership-only warehouse clubs in eight countries, this multibillion-dollar global retailer brings its members the best possible prices on quality and brand-name merchandise.

## Requirement

The client had been using Verint for more than three years and managed to achieve a large call center sales volume, driven by the growing economy and COVID-19 online sales. Despite the sales volume, the retailer lacked sufficient capacity to meet the holiday sales in their existing Verint system. It needed a Verint system software upgrade, plus servers to prevent the current system from crashing due to the expected load. In addition, the client had limited ability to measure the customer experience. It also couldn't fully utilize certain system functions due to the lack of cloud support.

## Solution

In association with Verint's technology partner Servion, the company migrated the following Verint solutions from on-premise to the Cloud, with no downtime in the recording:

- Quality Management (QM)

- Workforce Management (WFM)

- Desktop Processing Analytics (DPA)

- Speech Analytics

- Performance Management (PM)

- Customer Feedback (CF)

It also implemented a hybrid configuration where the core Verint functions reside in the Cloud while the recording systems remain onsite. After the cloud migration, the Customer Feedback solution was installed to provide true customer insights without being influenced by the agent. The client also upgraded its software to the latest version.

## Benefits

Verint's new, full-featured cloud deployment completely transformed how the client managed its workforce and CX.

- Gained the ability to scale up their system during holidays without investing heavily in server/ networking equipment, data centers, and technical staff.

- No dependency on the client's IT/Telcom team, as most functions have been moved to the Cloud.

- Reduced manpower needed for managing the overall system.

- More capacity with less hardware. No worries about the hardware and system configuration.

- Ability to collect feedback directly from customers without being influenced by the agents.

- Fully utilized the 100% potential of all functionalities, which the client lacked on-premise.

- Encryption of the data security system.

- No frequent server crashing or downtime, ensuring a better user experience.

**SERVION** | *Crafting CX solutions*