Modernizing Employee Experience (EX) using AWS

for a multinational European railway company

About the customer

The customer is a European multi-country travel partner responsible for ensuring a seamless travel experience for 1,50,000 people, including 1220 departures from 291 stations every day.

Challenge

The need to take employee experience to the next level has always been a priority for the customer. But owing to a legacy contact center, they were unable to meet modern customer experiences at the cost levels they had in mind.

- Complex and expensive CC architecture with more than four OEMs that were not adding much value to the customer experience.

- Static architecture that failed to scale with changing call volumes and users.

- Increasing support costs every year.

Solution

As part of this engagement, HCL Technologies delivered a consumption-based public cloud solution for omnichannel contact centers with ServiceNow's out-of-the-box integration. An optimized cost delivery model was ensured for the legacy contact center's migration to Amazon Connect followed by seamless integration and deployment.

Leveraging HCL Technologies' innovative service delivery model and FluidCC framework, the team handled the customer's CX end-to-end requirements over voice and chat. With constant support and an integrated approach, the customer seamlessly transitioned their service for over 4,600 employees to Amazon Connect with zero defects.

Key highlights

10,000 voice minutes
per month

3 countries

Public cloud environment
setup as per best practices

Use of automation for
provisioning and operations

Supported languages - Swedish

Target state solution
on Amazon Connect

Omnichannel CX
supporting both voice and chat

Omnichannel agent experience
to handle both voice and chat
on the same interface

Call routing utilizing
queue overflow capability

Post-call analytics
and real-time call analytics
using contact lens

A dashboard to quickly see
operational analytics

Zero-defect
migration approach

Complete reimagination
of legacy CX with
transition to cloud

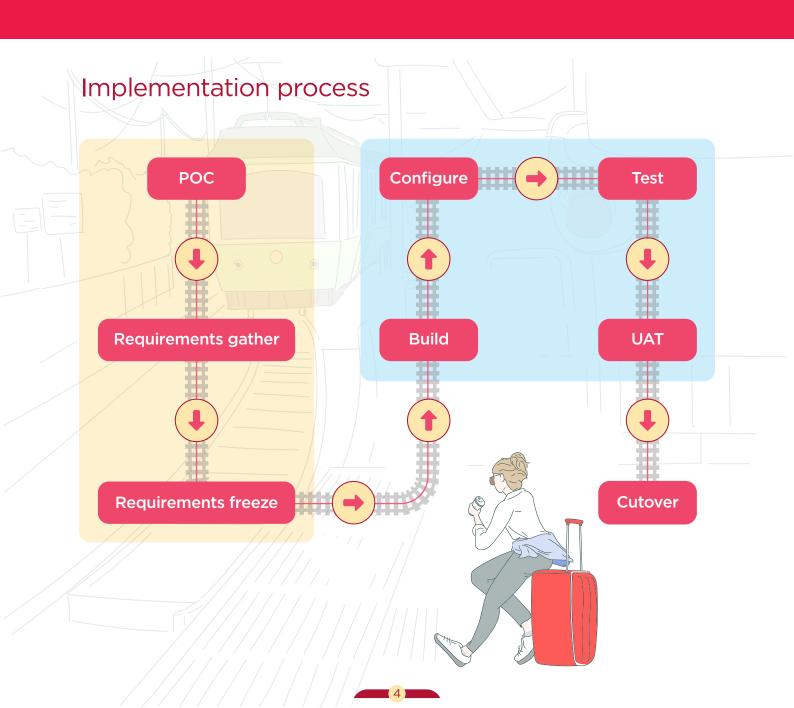100% call recording

HCL Technologies' modernization approach

100% SaaS cloud

Global coverage for PSTN services and digital channels

servicenow™   Amazon Connect

Implementation process

POC	Configure	→	Test
↓	↑		↓
Requirements gather	Build		UAT
↓	↑		↓
Requirements freeze	→		Cutover

Business benefits

The transformation to AWS Connect brought immediate benefits for the customer. It made their entire system more flexible and cost-effective with consumption-based cloud operations.
By automating critical provisioning and operational business processes, HCL Technologies provided substantial cost benefits that were over and above provided by a cloud service provider. Here are a few highlights of the value we delivered:

- **Ultimate flexibility**
  The customer could change loads dynamically and spend in direct proportion to the consumption. Open architecture allowed for significant opportunities to add new capabilities with a rich ecosystem provided by HCL Technologies' FluidCC service.

- **Ultimate CX**
  Callers received ultimate personalization options, a capability unimaginable in legacy contact centers.

For more information, reach out to us at **Contact.FluidCC@hcl.com.**

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