

# Modernizing Employee Experience (EX) using AWS

for a European agricultural cooperative



# About the customer

The customer is a European agricultural cooperative and Northern Europe's leader in agriculture, machinery, bioenergy, and food products. Owned by 19,000 farmers, they have 10,000 employees and operations in over 20 countries.

## Challenge

Ensuring seamless employee experiences has always been a priority for the customer. But their existing legacy contact center solutions were unable to offer the needed experiences. The following were the major challenges:



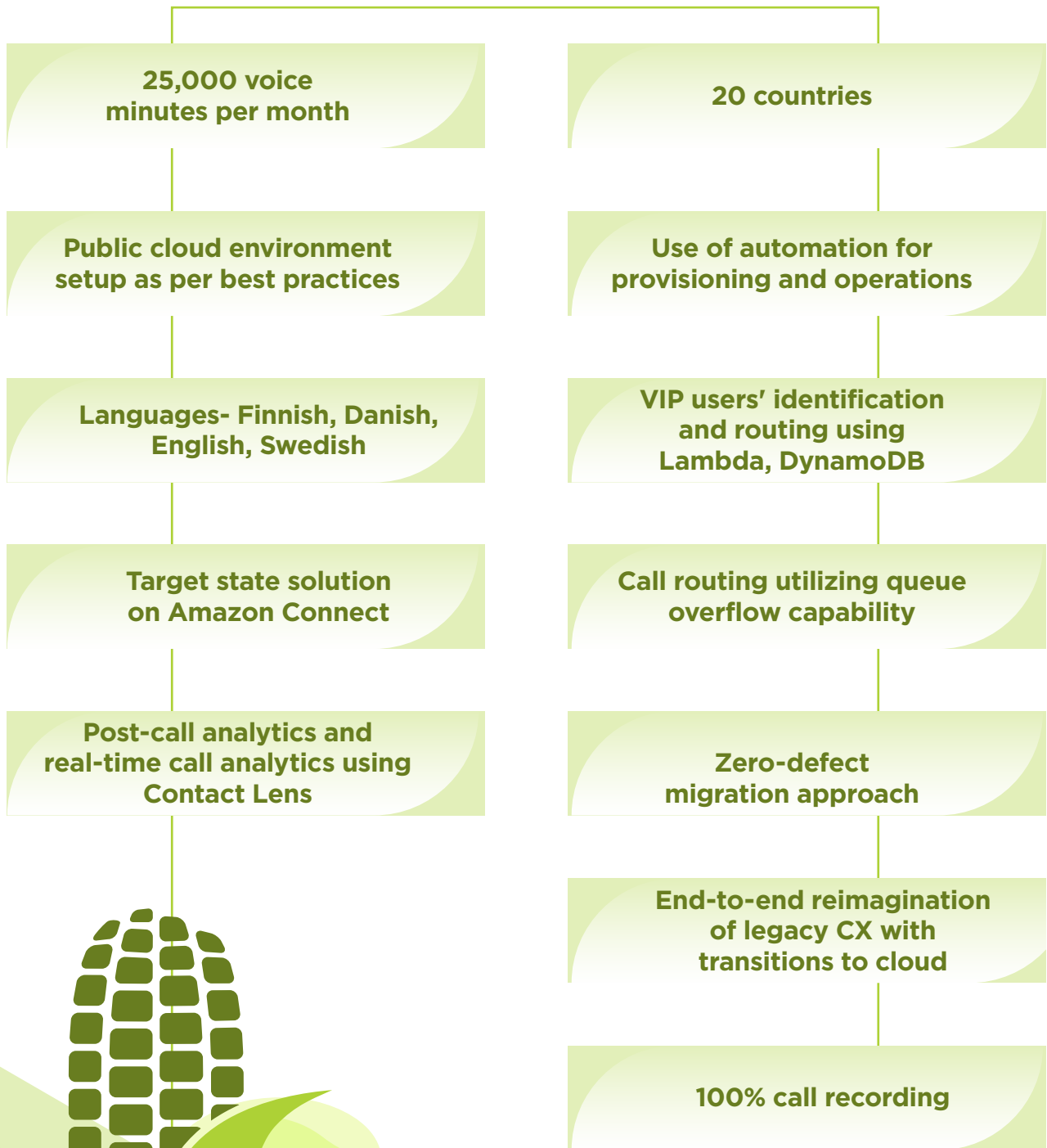
- Complex and expensive CC Architecture with a legacy Original Equipment Manufacturer (OEM) that was not adding much value to customer experience
- Static architecture that could not scale with actual call volumes and users

## Solution



As a part of our engagement, HCL Technologies was able to deliver a consumption-based public cloud solution for an intelligent contact center with ServiceNow's out-of-the-box integration. An optimized cost delivery model was ensured for migrating the customer's legacy contact center to Amazon Connect, ensuring its seamless integration and operation. We leveraged our innovative service delivery model and FluidCC framework to handle all of the customer's CX requirements over voice. The customer smoothly transitioned their services for over 10,000 employees to Amazon Connect with zero defects.

# Key highlights



# HCL Technologies' modernization approach



100% SaaS cloud



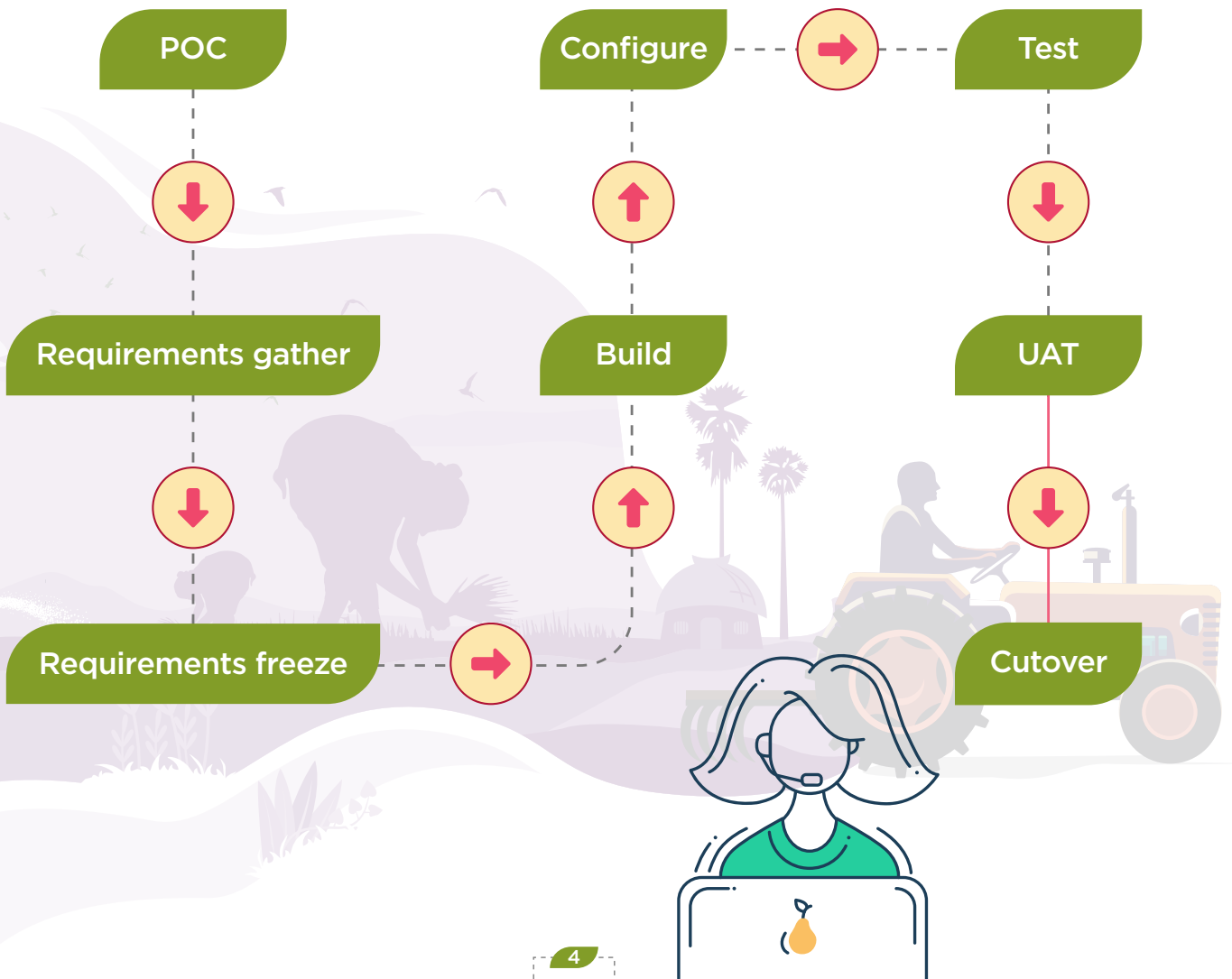
Global coverage for PSTN services and digital channels

**servicenow**



## Implementation process

1 month in



# Business benefits



The transformation to AWS Connect brought immediate benefits for the customer, making their entire system more flexible and cost-effective with consumption-based cloud operations. By automating critical provisioning and operational business processes, HCL Technologies was able to provide substantial cost benefits that were over and above provided by a cloud service provider.

- **Ultimate flexibility**  
Customer could change loads dynamically and spend in direct proportion to consumption. Open architecture also offered significant opportunities to add new capabilities with a rich ecosystem provided by HCL Technologies' FluidCC service.
- **Ultimate CX**  
Callers could get unprecedented personalization options, a capability unimaginable in legacy contact centers.

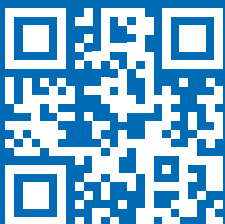
For more information, reach out to us at [Contact.FluidCC@hcl.com](mailto:Contact.FluidCC@hcl.com).

**HCL**

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