Contact Center
modernization

For a leading healthcare safety and
technologies company

Customer description

This customer is a global medical technology company that is advancing the world of health by improving medical discovery, diagnostics, and the delivery of care. This customer leads in patient and healthcare worker safety and the technologies that enable medical research and clinical laboratories. The company provides innovative solutions that help advance medical research and genomics, enhance the diagnosis of infectious disease and cancer, improve medication management, promote infection prevention, equip surgical and interventional procedures, and support the management of diabetes.

Challenges

Outdated on-premises-based platform	No customer relationship management (CRM) integrations	High hosting and management costs

In summary, with an on-premises contact center platform not meeting the agility requirements of the healthcare industry, this customer partnered with HCL to enable omnichannel routing and modernize their customer experience.

Scope of services

01 Number of agents: ≈1200 contact center seats spread globally across the US, Canada, Europe (Germany, France), Japan, and Malaysia

02 The CC solution is hosted in a centralized DC in the US on the Genesys Engage Platform

HCL Solution

Solution Overview

HCL migrated the on-premises Genesys contact center architecture to the Genesys Cloud Solution

HCL also migrated the agents configured on legacy UCCX (2x200 agents) and Avaya (400 agents)

Solution

Cloud-based modern contact center platform– Genesys Cloud.

Work-from-home enablement– Genesys Cloud Softphone

Workforce Management– Verint WFM

Solution Highlights

Migration from the Genesys on-premises solution to the Fluid.Plat Enterprise Solution (Genesys Cloud- Public cloud contact center architecture)

Timeline for CC Platform Migration: 2 Months

Value Delivered

Customer experience

The Fluid.Plat solution now provides omnichannel routing across PSTN voice, email, web chat, and other social channels for an enhanced customer experience

Customer experience

Agent.X provides a WebRTC-based solution that can be used by the agent to login from home and handle omnichannel interactions.

Agent.X now enables screen recording apart from call recording to ensure agent focus during customer interactions for a better customer experience

IT Experience

▶ Now, they have a platform that is fully compliant to regulations and, yet, gaining from the agility offered by cloud.

▶ Fluid.Plat, with its cloud solution, can now both scale up and down as per the business situation

▶ Now, most changes are implemented on the next business day itself, translating to improvements in customer experience and business agility

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