

D365 Contact Center Migration Factory

Purpose-built migration excellence:
Dynamics 365 Contact Center is
ready for your move.

Overview

HCLTech's D365 Contact Center Migration Factory offers a comprehensive and efficient solution for enterprises transitioning from Nuance Contact Center to Microsoft Dynamics 365 Contact Center. As Nuance products approach end-of-life, organizations face the critical task of migrating their contact centers to ensure uninterrupted service.

With HCLTech as the exclusive professional services partner for existing Nuance Enterprise Professional Services customer contracts and a preferred partner for migrations to and new implementations of Microsoft Dynamics 365 Contact Center, we bring unparalleled expertise and capabilities to your migration journey. Leveraging proprietary migration accelerators and specialized expertise from a team of professionals understand your unique business needs, HCLTech ensures reduced migration costs, faster timelines and minimal business disruption.

HCLTech's Nuance Migration Factory delivers unmatched advantages by combining deep industry expertise, tailored strategies and advanced tools to create scalable, future-ready contact centers. Our trusted partnership with Microsoft enables enterprises to leverage AI-powered tools like Microsoft Copilot, drive superior customer experiences and achieve operational excellence.

Our Capabilities



Streamlined migration process

Our structured, step-by-step approach minimizes business disruption while ensuring efficient transitions



Tailored solutions

Whether requiring a full system redesign or incremental updates, we customize our migration process to meet your unique needs



Microsoft-HCLTech partnership

Leverage the strength of our exclusive and preferred partnership with Microsoft Dynamics 365 Contact Center



Automation tools and IP

Proprietary accelerators and tools streamline migration, delivering over 50% cost savings



Faster time to value

Proven tools and methodologies accelerate migration while maintaining quality outcomes



Global Delivery factory model

Our globally distributed teams and factory model approach delivers cost savings through efficiency and scalability

Our Differentiators



Consistently Recognized Excellence

Honored as the 2024 Microsoft Dynamics 365 Service Partner of the Year Winner



Nuance Contact Center expertise

With the original Nuance team onboard, we bring unmatched knowledge and continuity to your migration journey



Specialized design knowledge

Migration solutions are designed to align with your brand persona and operational requirements



Customer-centric collaboration

Integrated teams develop tailored strategies, ensuring seamless alignment with your existing systems and business goals



Future-ready approach

Our solutions integrate AI-driven tools and preserve legacy investments to modernize your contact center



Accelerated migration

Migration accelerators reduce timelines, providing cost-effective transitions



Leveraging Nuance expertise

Proprietary migration accelerators and specialized expertise from a dedicated team to achieve reduced migration costs, faster timelines and minimal business disruption



Comprehensive capability

End-to-end migration solutions combine expertise in Nuance and Microsoft Dynamics 365 Contact Center technologies



Benefits



Efficient migration process

Cut migration timelines with reduced requirements gathering and streamlined transitions



Preservation of legacy investments

Protect custom-built solutions while integrating next-gen Gen-AI capabilities



Trusted expertise

Work with the original teams behind your systems, ensuring continuity and reliability



Customized migration accelerators

Leverage proprietary tools to minimize disruptions and save over 50% on migration costs



Enhanced service innovation

Align with Microsoft's product roadmap to access the latest features and capabilities



Cost and time optimization

Achieve lower migration costs with faster, more efficient transitions

HCLTech | Supercharging
Progress™