



The Winning Formula: Key Achievements from a Data-Driven Contact Centre Transformation



80

million call minutes
handled annually by
the new system

20%

increase in operational efficiency



50%

of users were utilising
Amazon Connect within
6 months

100%

adoption was achieved across four
business units in just four months



\$1mil

was saved in professional services



\$7mil

of projected savings due to reduced
licence, data centre and operating
costs over the next three years