



Cloud
Interact

Streamlining Operations during a Complex Divestiture with Advanced Contact Centre and Workplace Solutions

The Struggle

Our customer, a global leader in clinical research, was faced with an immense challenge following its recent divestiture from its parent company. Under a hard deadline of December 2024, the organisation needed to transition its IT services from the former parent company to independent systems. The scope of the task was significant - particularly with their large contact centre and modern workplace environments. The existing infrastructure relied on outdated systems, including a legacy on-premise contact centre platform, which slowed productivity and created operational inefficiencies.

With limited internal resources and an impending deadline, our customer was under pressure to quickly implement a new, scalable solution while minimising disruption to ongoing operations. The stakes were high, as failure to meet the deadline would result in costly penalties.

The Breakthrough

To address these challenges, we partnered with the customer to develop and implement a comprehensive solution focused on two key areas: contact centre transformation and modern workplace consulting.

On the contact centre side, we led a strategic migration to Amazon Connect, replacing the client's outdated legacy system. Our team designed custom agent portals and dashboards to enhance productivity and consolidate multiple systems into a single, streamlined platform.

In parallel, we provided expert consulting on their modern workplace transition. By piloting cutting-edge solutions such as Microsoft Copilot and offering recommendations on optimising Microsoft tools like Copilot, Teams and Viva Engage, we helped the client improve workflow efficiency and employee productivity.

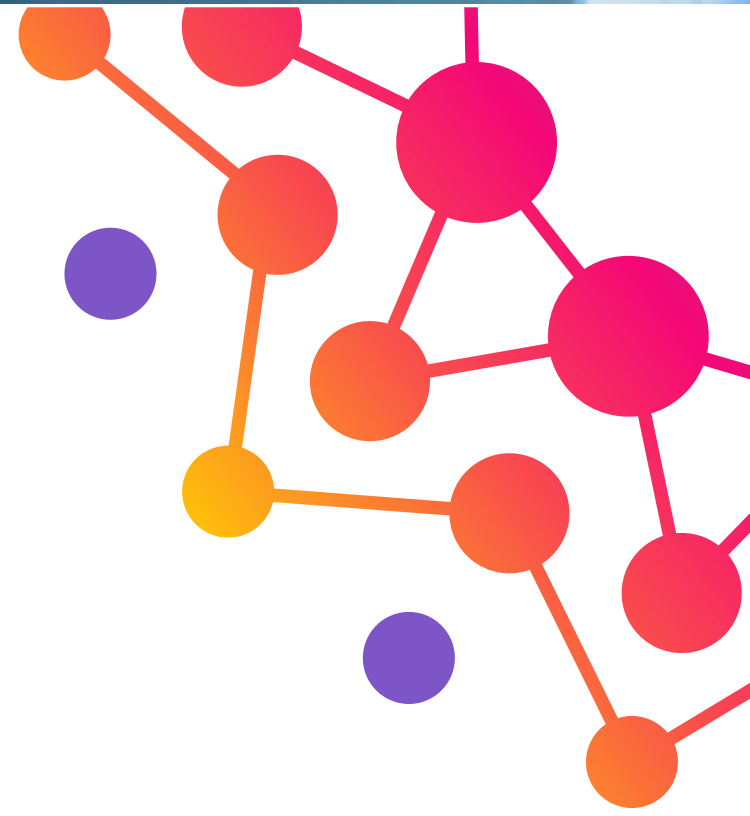
The Transformation

The transformation was both deep and wide-ranging. For the contact centre, our implementation of Amazon Connect automated previously manual processes, drastically reducing wait times for call recordings and enhancing quality management (QM).

This meant that the customer's QM process could be started within minutes of a customer call being ended, rather than 24 hours afterwards. And consolidating the process into a single application meant that the process of searching for and evaluating a contact could be completed in around half the time.

The introduction of real-time analytics allowed business leaders to make data-driven decisions quickly, while the unified agent portals simplified workflows, improving productivity across the board.

In the modern workplace, we are trialling a proof of concept pilot project of Microsoft Copilot. Early indications show those in the pilot programme have been able to save time through automation of routine tasks, allowing them to focus on higher-value work. Our advisory work is helping the customer make better use of their existing tools, maximising their return on investment and positioning them for long-term success.



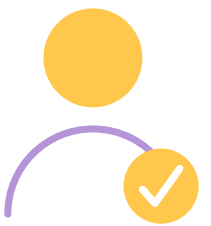


The Triumph

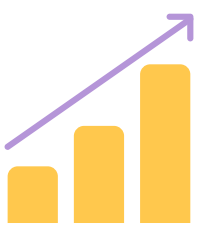
The results of our collaboration were immediate and impactful. The client experienced:



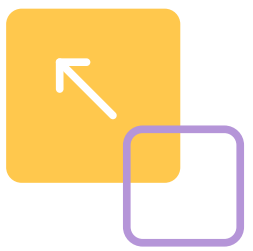
Reduced Operational Costs: By consolidating their systems and automating key processes, they eliminated reliance on costly legacy infrastructure, resulting in significant cost savings from \$2 million a year to below \$1.5 million.



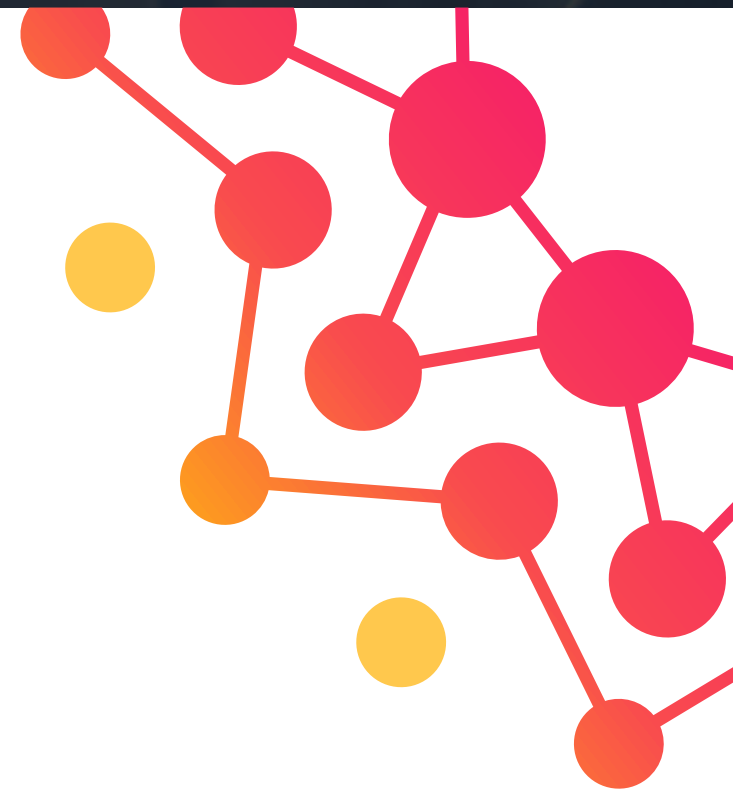
Empowering Teams: With better control and access to data, their teams were able to make faster decisions and manage operations more efficiently.



Increased Efficiency: Automated quality management and real-time data reporting cut down evaluation times, giving leaders a clearer view of user performance and operational bottlenecks.



Scalability for Growth: The scalable solutions we implemented provided the flexibility needed for future expansion, while also laying the groundwork for the integration of advanced technologies like AI.



The Future

As our customer continues on their journey toward full independence from their former parent company, they are equipped with a more efficient, agile, and future-ready IT infrastructure. Our partnership has positioned them not only to meet their divestiture deadlines but to continue innovating and achieving operational excellence in the years to come.



Email: contactus@cloudinteract.io

Website: [Cloudinteract.io](https://cloudinteract.io)