

INDUSTRY

Consumer-Directed Benefits

SOLUTION

Technology

PRODUCTS

Managed Services

CLIENT STORY

Tackling Post-M&A Technology Challenges

The nation's largest independent provider of consumer-directed health, commuter, and employee benefit plans in the United States is enjoying a period of double-digit annual expansion, primarily through corporate acquisition. Since 2010, we've partnered with the company by providing Managed Services for its Cisco® Unified Contact Center Enterprise (UCCE) platform, ensuring the optimal performance of UCCE and IP Telephony (IPT) equipment, along with IOS and core monitoring. The client currently has over 700 associates on UCCE, with two data centers, a contact center, and a corporate office, all of which we administer and maintain as the client's trusted partner.

An example of this partnership at work is a recent purchase by the client of a new business unit with 250 enterprise associates. Based on Cisco Unified Contact Center Express (UCCX), this business unit had only basic Interactive Voice Response (IVR), far below the available robust functionality of the solution. We helped bring this new business unit's IVR up to par and add the unit to its existing corporate UCCE platform. The project took about five months, requiring conversion of all scripts, as well as the addition of 400 Customer Voice Portal (CVP) ports.

Now with the new business unit operational and integrated with the client's core UCCE solution, the enhanced IVR utilizes skill and precision routing to send callers to the best associate for the task at hand, improving both the customer and representative experience. The client continues to count on us as it continues its strategic acquisitions and growth, and has active plans to purchase new business units that will also need to be added to the UCCE platform. In addition, we are planning to implement a workforce management (WFM) adaptor to work in tandem with the UCCE to further improve the client's ability to effectively manage work, people, and processes.

As it adds new business units to the corporate "fold," the client's first priority is to enable a seamless integration. It is secure that no matter what legacy systems, backend operations, and contact center solutions are in place at its acquired companies, they can be updated to enable consistent technology and systems across the entire enterprise.

RESULTS

Integrations accommodate **explosive growth** through acquisition

Managed Services for UCCE, IPT, iOS and core monitoring

700+ associate UCCE solution administered by trusted long-term partner