



CLOUD MIGRATION ASSURANCE PROGRAMME

ACCELERATE YOUR MIGRATION WITH
OUR PROVEN ROAD MAP



INTRODUCTION

We call it the **CLOUD MIGRATION ASSURANCE PROGRAMME**.

All it means is that you can rely on us to make your journey to a Cloud Contact Centre quick, efficient, and painless.

Contact centre technology should empower you to know your customers and intelligently respond to them when and how they prefer. It should enable IT teams to deliver what your business needs with value that exceeds its cost. And it should prepare you for the convergence of artificial intelligence (AI), digital and cloud. If yours doesn't, it might be time for a change.

When you're ready to retire your current on-premises Contact Centre system, the right guide can make navigating the migration journey easier and more predictable. Having an experienced guide matters.



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TRIED AND TESTED

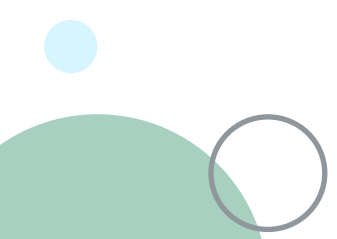
The harsh truth is that migrating software can be an absolute nightmare. We know this because we've had to pick up the pieces of failed projects in the past.

The good news is that migration can be easy, on time, and on budget.

The key is understanding the challenge in hand and building a plan that accounts for every detail (like your objectives, stakeholders, infrastructure, schedule, KPIs etc).

Our consultants have helped numerous contact centres migrate to a comprehensive Cloud Contact Centre solution. Over the years, we've refined our methodology and optimised our approach.

We'd be delighted to discuss your own requirements and how we would apply this methodology to your migration. You can continue reading to learn more about the process, as well as the benefits of a Cloud Contact Centre and a partnership with IPI.



WHY CLOUD CONTACT CENTRE?

A Cloud Contact Centre offers a single platform to manage every aspect of your contact centre communications and operations, while also enabling a raft of new technologies and features that can boost the customer experience while also reducing overheads.

KNOW YOUR CUSTOMERS. Integrate with your CRM and other datasets so your customers feel valued and understood at every point of contact.

ACCELERATE INTERACTIONS. Reduce the friction in repetitive transactions, empower your agents with all the knowledge they need, and use AI to automate identification, payments, and routine requests.

TRANSFORM THE AGENT EXPERIENCE. Automate some queries and accelerate others. Reserve your agents for the most interesting and challenging requests.

CONNECT EVERY CHANNEL. Eliminate the interruptions and confusion that can occur between disjointed channels – everything is in one place.



6-STEP MIGRATION PROCESS

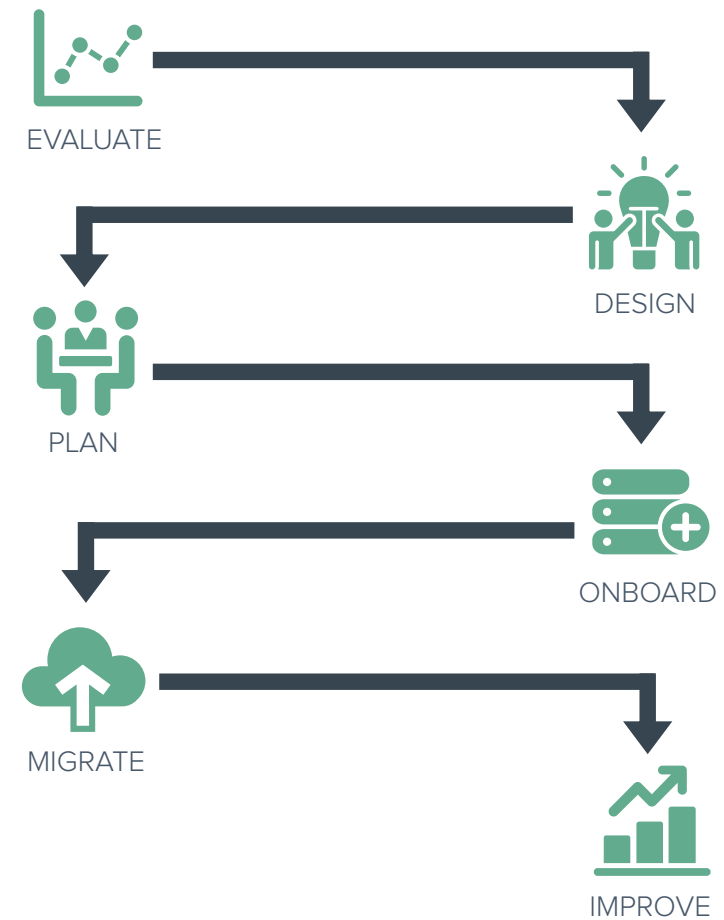
Our proven migration methodology is designed to give you complete confidence at every stage and deliver a platform that meets your organisation's needs and exceeds your expectations.

Your migration to a Cloud Contact Centre involves 6 steps:

1. Evaluate
2. Design
3. Plan
4. Onboard
5. Migrate
6. Improve

Access the experience of the one provider who's fully focused on customer experience, with a track record of investing in innovation. Prepare for the future with artificial intelligence (AI), including predictive routing, blended AI with voice and chatbots, analytics and journey management. Avoid the dangers of ageing systems and get the solutions that more than 11,000 companies worldwide use every day to attract, delight and grow their customers for life.

Let's dig into the details.



6-STEP MIGRATION PROCESS



Analyse and audit contact centre operations and technology.

IPI consultants review the core aspects of your contact centre to understand the nuances of your customer experience, people, processes, technology, security and compliance environment, and insights (KPIs, costs etc).



Define solution and requirements against business needs.

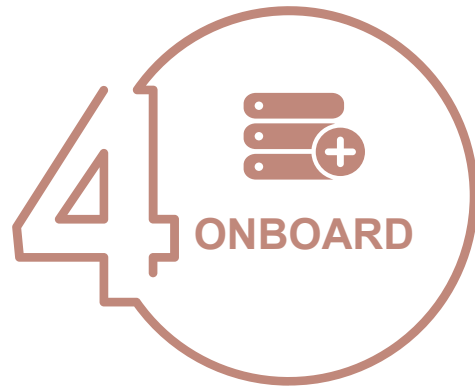
IPI design a robust, future-ready solution that addresses your business objectives, considers your commercial requirements, integrates with your existing technologies, and supports the ways you work now, and ways you will work in the future.



Create a detailed and methodical plan tailored to your contact centre.

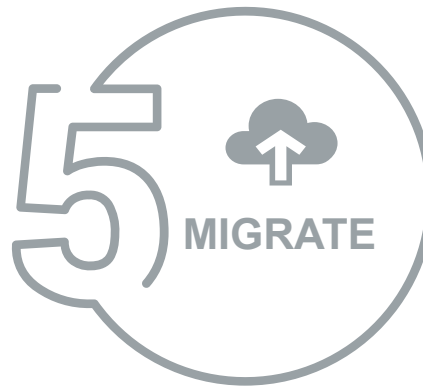
Your migration plan will include timeframes for planning, delivery, training and transition to your new Cloud Contact Centre platform. Every detail will be accounted for, from initial stakeholder engagement,

6-STEP MIGRATION PROCESS



Transition and stabilise your current infrastructure and de-risk migration.

During the migration process, IPI take control of your existing contact centre infrastructure and support requirements. This ensures a seamless transfer from your current platform to the Cloud Contact Centre, with no interruption to customer service.



Phased configuration and migration to your Cloud Contact Centre.

The migration process begins by ensuring your current services are replicated on the new platform before retaining or converting existing investments (e.g. handsets). We then begin moving groups of users to your Cloud Contact Centre platform. Finally, we extend the platform to every corner of your organisation.



Customer success programme including proactive monitoring and knowledge transfer.

Our expertise with Cloud Contact Centre, paired with our decades-long experience of Avaya, means we can help you optimise performance, improve outcomes, adopt new technologies, and work towards your key business goals for the long-term.

HEAR FROM ONE OF OUR CLIENTS

The **co-operative**

Why did you make the move from Avaya to Genesys?

Exceptional Customer Contact

PAUL KENYON
Connect Services Manager
(Head of Networks),
Co-op

100% CONTACT CENTRE

That's all we do. And the story has been the same for the past 20 years.

During that time, we've experienced the same phenomenon time and time again: that contact centre technology is useless unless it's aligned with the people who use it, the processes they rely on, and the customers they serve. This is why our consultants focus on far more than your apps, integrations, architecture and infrastructure. Because we know that high-achieving contact centres require a deeper understanding of the human, structural, organisational and customer forces at play.

We currently help many leading organisations to serve their customers through diverse channels, supporting more than 5 million daily interactions and 65,000 agents. As a top tier Partner with large vendors, as well as our own Cloud Contact Centre offering, IPI has deep-rooted knowledge of the Cloud Contact Centre ecosystem, as well as decades of wider experience with contact centre technology.

TAKE THE NEXT STEP



IP Integration Ltd
Integration House
Turnhams Green
Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH



0118 918 4600



enquiries@ipintegration.com



<https://ipintegration.com>

