



10 step guide

Better manage the risks of aging and end-of-life contact center technology.



Aging and end-of-life contact center legacy is putting a greater risk on your business: limiting customer service, restricting agent delivery and threatening business continuity. How do you manage technologies that are no longer supported, add new capabilities to aging solutions, and make your legacy work harder for your customers, agents and business?

This simple **10 step guide** provides a roadmap to better understanding your current estate, assessing its business risk, auditing the latency of your legacy and integrating the right new technologies into it.

- 1.** Start by looking at your technology differently: can it deliver your business drivers and customer needs? Look to KPIs and KRIs, not technical capability.
- 2.** Audit your mesh of products that form the solution (it is rare to have a single product, most solutions have grown organically to manage capacity). Does this technology matrix meet your present business requirements? Isolate the biggest gaps.
- 3.** Review your hardware and software versions to understand end-of-life, (EOS, EOMS and EOSPS), as well as out-of-date systems. Look at interoperability, compatibility and their ability to support the latest architectural paradigms. Focus on the risks they pose to the business.
- 4.** Concentrate on resilience and business continuity. Check if the plans are still fit for purpose and match your latest business and customer requirements. Then look to extend the focus of your survivable systems.
- 5.** Assess if the alignment between technology and business is fractured. Can your IT address the needs quick enough and is your technology architecture flexible enough or too complex?
- 6.** Recognize the big risks to customer experience through aging legacy, outages or security flaws that cannot be patched or upgraded. Place greater emphasis on loyal customers and corporate reputation.
- 7.** Baseline the modernity of your solutions and any restrictions to upgrade paths. Analyze the impact on key integrations like reporting, analytics or data streams. Then assess the ability to manage your customers efficiently and effectively.
- 8.** Define if your solutions can integrate new features and functionality or if they risk putting the business behind its competitors, or make it appear a dinosaur to your customer base.
- 9.** Analyze your technical capability to support or integrate new technologies like cloud, self-service, machine learning, new channels and virtual agents.
- 10.** Investigate partners who can fortify the legacy that most needs improvement and the niche integrations that can deliver the demands of your business and the needs of your customers.

Make your legacy more sustainable and more effective.

Contact center legacy can't deliver the digital engagement customers want or the simplicity agents need. But transformation takes time.

This 10 step guide will help you refocus and re-energize your legacy: making it more effective today and more sustainable in the future.

Mitigate risk

- Reduce outages
- Safeguard business continuity
- Protect corporate reputation

Maximize legacy

- Optimize process management
- Reduce overhead costs
- Increase agent efficiency
- Improve customer service

Effective and sustainable enterprise legacy

Modernize faster

- Integrate new technologies
- Snap-in quicker
- Accelerate AI

Migrate efficiently

- Build off existing architecture
- Better deliver cloud migration
- Minimize business and CX disruption

Axim can help

Axim brings strong governance to contact center legacy. We employ an Enterprise Sustainability Assessment™. It assesses the current enterprise architecture estate. Then it audits the current state environment, business drivers and CX capability and recommends where legacy technology can strengthen customer service or create business risk – and where change should be focused. It's a three-stage process:

- 1. Effectiveness audit** – Existing enterprise communications architecture; data sources and performance and risk metrics; and high level CX delivery.
- 2. Detailed analysis** – Current state compatibility, product feature planning, obsolescence risk management and custom support.
- 3. Strategic direction** – A weighted decision matrix; the definition of risk areas and impacts; and a legacy optimization timeline.

To learn more about how an Enterprise Sustainability Assessment™ could benefit your business, contact Rick Jones at rickj@aximglobal.com or visit aximglobal.com

Axim helps organizations turn customer experience into better business through strong CX governance. We focus on risk, efficiency, accountability and the sheer untapped possibility of CX technologies, data and analytics, people and digital marketing. It means operationalized CX, streamlined CX ecosystems and mobilized customers. To learn more visit www.aximglobal.com



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