

Cloud Transformation

Reducing the Complexity and Cost of Multiple Clouds

The challenge

One of America's biggest non-profits had to consolidate the large number of inbound and outbound Contact Center systems, CRM platforms and Case Management solutions they ran in-cloud.

Why? Massive complexity was reducing their operational efficiency, and increasing operating costs.

The non-profit needed to consolidate their cloud, to improve service delivery and become more cost effective to fund new CX technologies. They needed a partner who could identify a consolidated solution and support their migration.

Why Axim?

Axim is an Enterprise Communications Transformation specialist. We are one of a few companies to provide cloud-to-cloud consolidation with integrated digital application rationalization.

Axim has evaluated and migrated all major CCaaS, CRMaaS, SI resellers and CC manufacturers – and being agnostic, we select the right vendor for your needs, without conflict of interest.

Our business, architectural, CX, data and security specialists are leading experts in transforming Enterprise Communications. And Axim's processes, tools and management frameworks are helping organizations navigate vendor confusion, manage complexity and risk, and cost control Enterprise-class cloud solutions.

Our approach

Axim appraised the leading cloud-based contact center systems and multiple outsourcers. We audited the systems in use, the surrounding applications, networking and trunking. Then baselined the current operational state and captured the high-level requirements of multiple Lines of Business - from agent extensibility to disaster recovery.

Axim developed an operational, technical and procurement model for the cloud consolidation, supported by a cost benefit analysis that projected cost savings across a five-year period.

Axim scoped the vendor selection from low-cost calls/minute to new tools and functionality and better digital enablement. We also identified the critical operational and business risks that would need to be mitigated in the migration to a single cloud. We partnered the procurement team as they selected the best-fit vendor and negotiate the right contract, then built the operational migration plan.

Axim identified major duplication and overlap, unnecessary expense, and major complexity and inefficiency. We also identified 10s of \$millions of cost savings.

The results

Contact Center Consolidation

Axim re-architected a fragmented, siloed and decentralized contact center strategy into a single, centralized contact center platform. We virtualized, consolidated and rationalized it to provide a common channel set, consistent CX and to easily leverage all agents in times of need.

Cost Reduction

Axim identified significant opportunities to simplify, standardize and consolidate multiple cloud contact centers, and leverage new digital capabilities. Financial modelling identified tens of \$millions of savings, with 50%+ saving across the call center operation and technology costs.

Client Control

By reducing multiple technology providers, multiple carrier connections, agent resource and vendors, the customer is substantially reducing duplication and overlap, unnecessary expense, as well as major complexity and inefficiency.

Next stages

Vendor Selection

Axim is supporting procurement to negotiate the vendor contract and SLA.

Operational Migration

Axim is bringing strong planning and tight oversight to mitigate migration failure.

Cloud Governance

Axim's analytical tools and metrics will optimize operational performance and cloud service providers.

Learn how Axim's specialists, processes, tools and management frameworks can take the complexity and cost out of your cloud migration or consolidation. Visit info@aximglobal.com