

Cloud Transformation

Creating a Compelling Financial Argument for the Cloud

The challenge

A leading real estate software provider had to migrate from an on-premise contact center solution to the cloud.

Why? Highly manual processes meant higher overhead costs; technology gaps and failures impacted efficiency and experience; and a lack of system redundancy threatened to impact their business continuity.

They had specified the cloud solution but required a stronger business case, driven by a deeper understanding of the potential savings. They needed a partner who understood both the architecture and economics of the cloud.

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.

Our approach to cost benefit analysis is led by our President and CFO who held senior financial and operations roles in NYSE and FTSE companies. The team's expertise is strengthened by Axim's experience of evaluating, rationalizing 100s of Enterprise Communications and related applications.

Axim doesn't just build a business case, we help realize savings and performance efficiencies through vendor selection, the governance of operational migration and the constant optimization of cloud performance.

Our approach

Axim engaged with the executive team. We identified their concerns and expectations, and undertook a detailed contact center analysis to understand the current footprint and its position in the vendor's lifecycle. We also quantified the performance, improved by taking advantage of the full range of the features and functionality of the proposed cloud suite.

In addition, Axim analyzed all in scope costs and modelled the critical operational and financial risk areas surrounding the existing, on-premise legacy.

Axim's business consultants, architects and CX experts worked to build a detailed business case that highlighted the savings a cloud migration would bring, and the operational efficiencies gained by improvements in supervisory tools, advanced reporting, integration options and a more advanced contact routing and agent selection mechanism.

Axim identified a high likelihood of catastrophic legacy failure that could cost \$5m+, and over a \$1m of operational efficiencies from cloud migration.

The results

A \$5m Time Bomb

Axim identified multiple single points of failure in the current infrastructure and no business continuity in place. The cost of a complete outage was calculated at almost \$5m in recovery costs and lost sales, yet the cloud solution had high availability and a multiple data center design as standard.

A \$1m Saving

Axim calculated that new supervisory tools, advanced reporting and a more advanced contact routing and agent selection mechanism could return \$1m in operational inefficiencies and lost revenues.

Legacy Management

Axim's analysis of the vendor's lifecycle revealed an overdue upgrade and a substantial one-off cost.

Increased Business Agility

Axim highlighted the increased business agility the cloud solution would bring, and the reduction in the operational and vendor risks in the existing infrastructure.

Operational Efficiency Improvements

Axim projected the operational efficiency improvements would be realized by the customer within 6 months.

Next stages

Axim's business case convinced the Executive Team that the high chance and cost of an outage, coupled with the cost of inefficiencies and lost revenues, made the cloud migration a priority.

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