

Legacy Transformation

Reducing the Risks of Legacy Technology and Saving \$2m a Year

The challenge

A top 10 health insurance provider had to integrate the disparate legacy technology of a newly acquired business into a digitally mature environment.

The challenge was not just technology integration, but maintaining the high levels of employee efficiency and customer service delivery that differentiated them in the health insurance market.

They required a risk assessment of the technology base that analyzed the operational and customer experience threats, and, a migration plan - supported by a business case.

Why Axim?

Axim is an Enterprise Communications Transformation specialist. We've evaluated and migrated all major CCaaS and CRMaaS providers, as well as the big SI resellers, and CC manufacturers.

Our architects are industry experts at legacy discovery, identifying critical operational, customer experience and business risks, and, optimizing complex migrations. We have a rich suite of proprietary processes and tools that appraise, analyze and business-case Enterprise Communications change.

Axim also helps realize savings and performance efficiencies through vendor selection and constant performance optimization.

Our approach

Axim undertook a full discovery of the acquired provider's technology base. We appraised the current state voice technology architecture, the supporting enterprise voice and contact center applications, agent performance, and the critical call handling metrics.

Our Architects delivered a risk assessment of the acquired provider's infrastructure, from the major organizational risks to the potential impacts on service disruption, business continuity, disaster recovery and customer experience.

Axim analyzed the key business and technology requirements of the parent corporation, and developed a risk mitigation plan that would deliver a successful migration of the acquired provider's technology base. Our business consultants worked with the architectural and CX experts to build a detailed business case for the migration, focusing on risk avoidance and operational efficiencies.

Axim's strategic recommendations were estimated to save \$10m in risk avoidance and business efficiencies in the next 5 years.

The results

Increased Risk Management

Axim identified the critical risks in the acquired provider's infrastructure that would impact employee effectiveness and customer service delivery:

- Aging premise-base and end-of-life legacy voice systems;
- Weak failover, resiliency, business continuity and disaster recovery features;
- Insufficient capacity and redundancy in call and screen recording technologies;
- Serious weakness in network security design and the resources used for sensitive transactions.

Legacy Modernization

Axim recommended a three-staged legacy modernization program:

- Invest in the current state contact center model to address short-term lifecycle, business continuity and DR issues;
- Invest in omni-channel contact center technologies to align CX delivery;
- Focus investment strategies in the short-term lifecycle extension on the long-term standards of the parent corporation;

\$10m saving

It was calculated that risk management and legacy modernization combined could save an average of \$2million per year over the next 3-5 years in risk avoidance and improved business efficiencies.

See how Axim's architects, processes, tools and management frameworks could transform your legacy Enterprise Communications. Visit info@aximglobal.com