



# FINANCIAL SERVICES CASE STUDY

## CUSTOMER BACKGROUND

Connect partners with a leading global banking client to provide Unified Communications (UC) expertise to a large part of its global and UK base.

Active in over 50 countries with 48 million customers, this international bank has divisions serving corporate and investment banking, wealth and investment management plus retail and business banking markets.

# WORKING CLOSELY WITH AVAYA, CONNECT MANAGED SERVICES ENABLED THE CLIENT TO TRANSITION THEIR ESTATE AND EFFECT AN INFRASTRUCTURE TO PROVIDE SERVICE EXCELLENCE

## THE CHALLENGE

Connect's initial task was to re-configure the bank's UC estate to make it more efficient, while at the same time making it more flexible so it could cope with increasingly diverse customer service platforms. They needed a set of products that could provide a consistent user-interface and user-experience across multiple devices, locations and media-types.

The client also required exceptional service levels in the contact centre, including a two-hour restore for critical faults between certain times – and if necessary the ability to restore any disruption by performing a swift service work-around. 23,000 call centre agents and 22,000 back-office staff supporting those contact centres needed to be relocated. This affected an estate in excess of 20 individual call centres across five countries: UK, Spain, Ireland, Germany and Lithuania.

## THE SOLUTION

The client's incumbent call centre platforms consisted mainly of Avaya (Nortel heritage) CS1000 telephony platforms and CC6 contact centre with the credit arm of the company on an old release of Avaya Communication Manager IP Telephony, Call Centre Elite & Voice Portal.

The client needed to be certain Avaya could deliver the service levels required and requested an introduction to the partner they intended to use to support this environment as part of due diligence.

To assist this process, Connect set up workshops with Avaya and the client team to identify the critical pain points and devise a managed service wrap that could deliver the required service levels, both on the legacy infrastructure and the new platform.

From these workshops, Connect created a bespoke service design to meet both the challenging service levels and the budget for these services. Connect also introduced a new infrastructure based on Avaya's market leading Communication Manager, Call Centre Elite, & Experience Portal. This architecture replaced the multitude of individual contact centres with a single, resilient distributed contact centre architecture, hosted across just two main UK data centres.

## CHALLENGES

- Need to make the UC estate more efficient and flexible
- Provide exceptional services levels with a 2hr restore
- Service to be provided across 5 countries and 20 call centres

## RESULTS

- A successful migration of the bank's Retail Contact Centre Operations
- A three year consultative relationship, resulting in Connect now managing a range of other services including Digital Signage (RMG), Session Border Controllers (Audiocodes) and other adjunct applications.
- A transformation to a new infrastructure as a "Private Cloud" across two UK data centres
- 100% SLA on 2 hour restore
- Part of a £1bn technology efficiency gain

## PRODUCTS

- Avaya CS1000
- Avaya Communication Manager IP Telephony
- Avaya Call Centre Elite & Voice Portal

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