

# RESOURCEIVE PE SMEAC

## UCAAS & CCAAS

Case Study: Healthcare PE  
Procurement Expertise | TCO Analysis

**1,200+**  
Agents

**\$94M**  
Efficiency gains over 3 yrs

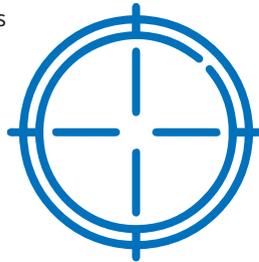
**Situation, Mission, Execution, Admin, Command**

### SITUATION

- Failed internally led 10-month CCaaS procurement project
- Need to transform customer experience and gain efficiencies

### MISSION

- Run time-tested procurement process for buying enterprise level solutions
- Bring deep CCaaS market knowledge and vendor landscape to client
- Work with cross-functional stakeholders to ensure equitable representation of all technical requirements (IT), use case/business solution (Ops), financial modeling (Finance)
- Satisfy compliance requirement that sunk initial project
- Standardize bids to normalize data and streamline decision making



### EXECUTION

- Contact Center as a Service (CCaaS)
- Unified cloud-based solution that met all compliance requirements, support infrastructure, redundancy, technical feature functionality

### ADMIN

- Industry leading CCaaS provider
- Deep Salesforce CRM integration
- 1,200+ seats
- Enables M&A

### BUSINESS OBJECTIVES:



**NEW-AGE  
CCAAS  
PLATFORM**



**ENHANCED  
SECURITY  
AND COMPLIANCE**



**TCO  
MODELING &  
ANALYSIS**



**WORKFORCE  
MANAGEMENT  
& SUPPORT**

### COMMAND

Managing our RFP process and finding the right CCaaS vendor was so easy with Resourceive. They listened to our needs, were very thorough, worked quickly and found us the perfect vendor at a great rate. The entire team was amazing to work with and was instrumental in enhancing more efficient collaboration and communication between our IT and Operations teams; I will definitely be working with them again in the future!

**SENIOR VICE PRESIDENT,  
OPERATIONS**

