

RESOURCEVIVE PE SMEAC

UCaaS & CCaaS

Case Study: Healthcare PE
Procurement Expertise | TCO Analysis

1,200+
Agents

\$94M
Efficiency gains
over 3yrs

Situation, Mission, Execution, Admin, Command

Business Objectives:



New-age
CCaaS
Platform



Enhanced
Security and
Compliance



TCO
Modeling &
Analysis



Workforce
Management
& Support

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
- 1,200+ seats
- Deep Salesforce CRM integration
- Enables M&A

Command

"Managing our RFP process and finding the right CCaaS vendor was so easy with Resourcevive. 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**