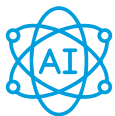# AI CASE STUDY

RESOURCIVE LEADS ENTERPRISE HEALTHCARE CONTACT CENTER MODERNIZATION LEVERAGING ARTIFICIAL INTELLIGENCE

*Making the Business Case:
From On-Prem Avaya to a Leading Cloud Contact Center*

CLIENT IMPACT

**ALL-IN-ONE CLOUD PLATFORM
DELIVERING NATIVE AI SOLUTIONS**

70% — **REDUCTION IN SUPERVISOR WORKLOAD
WITH AI-ENHANCED CALL EVALUATIONS**

985 — **STRATEGIC CONSULTING
HOURS AT NO COST**

1,200+ — **SCALABLE SOLUTION TO INCREASE FROM
1,200 AGENTS TO 2,000+**

100% — **ENHANCED CUSTOMER SATISFACTION WITH 100% HUMAN TOUCH
RETAINED FOR CUSTOMER INTERACTIONS, ENHANCED BY AI**

PROJECT SUMMARY

CLIENT PROFILE	SCOPE
• **Industry**: Medical Supplies Manufacturer • **Revenue:** ~$18bn • **Geography:** Multi-national	• **In Scope Spend:** $1.2-2M annually • **Locations:** 100+ globally • **Employees:** 10,000+

GOALS

• **On-Prem to Cloud:** Transition from dated on-prem Avaya solution to cloud-based solution

• **Omni-Channel Integration:** Features such as call recording, sentiment analysis, WFM, analytics.

• **Agent Co-Pilot:** AI feature assisted agents with knowledge management, automatic wrap-up codes, and consistent customer interactions, regardless of the agent's experience level.

• **Future-Proof:** Find a solution that would be scalable and easily adapt to evolving technological demands

SYNOPSIS

Resourcive engaged with [Client] following a co-sponsored transaction by three of the largest private equity firms to lead their IT value creation initiative.

This contact center project followed a successful voice transformation, as the client continues to address the challenges of transitioning its aging on-premise technology to a more modern, cloud-based solution.

Their existing contact center infrastructure was becoming increasingly cumbersome, requiring numerous third-party bolt-ons to stay technologically current. Administrative talent for managing an on-premise architecture was becoming more costly and difficult to source.

The client sought a solution that would not only meet their current needs but also be future-proof, accommodating the rapid advancements in technology, particularly AI.

The client's primary objectives were to:

• Transition from an outdated on-premise Avaya system to a cloud-based solution. Requiring specialized administrative resources.

• Integrate AI and other modern technologies to enhance service delivery without compromising the customer experience.

• Maintain a high level of human touch in customer interactions despite the introduction of advanced technologies.

• Establish a single system that could support different business unit and compliance requirements globally.

The existing system required frequent and costly updates, with numerous third-party integrations that were increasingly not

supporting non-cloud based services. Additionally, the enterprise needed to address internal concerns about job security and the potential impacts of automation on its long-tenured workforce.

Resourcive, partnering with several leaders in the contact center space, proposed a comprehensive cloud migration strategy focused on enhancing both customer and agent experiences through intelligent, AI-driven technologies.

Key differentiators of the selected solution included:

- **Agent Co-Pilot**: This AI feature assisted agents with knowledge management, automatic wrap-up codes, and consistent customer interactions, regardless of the agent's experience level.

- **Omni-Channel Integration**: A seamless omni-channel experience, integrating inbound/outbound communication, workforce engagement management, and AI-powered analytics into a single, cohesive platform.

- **Weekly Releases**: Weekly updates to their cloud-based system with no downtime, ensuring that the client always had access to the latest features and improvements.

- **AI, Speech and Sentiment Analysis**: Allows supervisors visibility of patterns in customer experiences that can enable them to improve Agent training and staffing schedules.

Overcoming Concerns:

The client's decision-makers were initially concerned about the per agent cost increase from their current run-rate, however Resourcive addressed these concerns by highlighting the indirect cost benefits and efficiency gains, such as reduced supervisor workload due to AI-assisted call evaluations, elimination of costly on-premise maintenance, and other indirect operational and administrative costs.

Ultimately, the business understood that their current spend level would not get them to where they wanted to be: setting itself up for success in the near and long-term.

Resourcive and [Vendor] also conducted mini Proof of Concepts (POCs) to demonstrate the tailored solutions to each business division, ensuring that [Vendor] would be able to deliver as customer expected and gaining the trust of the client's stakeholders.

Results:

The transition to [Vendor]'s cloud-based solution provided the client with a scalable, future-proof contact center platform that could easily adapt to evolving technological demands.

The AI integrations will improve both customer satisfaction and agent efficiency, without sacrificing the personal touch in customer interactions.

Additionally, the streamlined interface and consistent updates ensured that the client's contact center operations remained at the cutting edge of technology.

Conclusion:

Resourcive's expert guidance and [Vendor]'s' robust cloud solution will transform the client's contact center teams, aligning them with modern technological standards and setting a solid foundation for future growth.
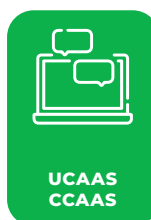
The collaborative approach and customized solutions provided by Resourcive and [Vendor] ensured that the client's specific needs were met, leading to a smooth transition and improved overall efficiency for administration, operations, and agent-customer experience.

CLOUD COMPUTE   MANAGED SERVICES   **UCAAS CCAAS**   IOT WIRELESS   NETWORK SD-WAN   MANAGED SECURITY