



Moving My Contact Center to the Cloud: Customer Case Study

Who We Are



- Outsource Service Center supporting 30+ customers
- Headquarters - Omaha, NE
- Founded in 1998
- Representatives are available 24 hours a day
- 400 seats in multiple locations
- 5-6 million annual inbound minutes
- Combination of Tech Support (60%) & Customer Service (40%)

Discussion Points

- ✓ Determine Needs
- ✓ Selecting the Right Provider
- ✓ Implementation
- ✓ Post Installation
- ✓ Advantages of being in the Cloud

Determine Needs

Determine Needs



- On-premises vs. Cloud
- Staff requirements
- Integrations
 - CRM
 - WFM
 - Social Media
- Introduce new media types?
- At-home agents?
- Security
- Recordings
- Reporting

Selecting the Right Provider

Selection Process



- Reputation
 - Integrations
 - Meet your “Needs”
 - Support Staff
 - Equipment Needs
 - Cost
-
- “Power Users”
 - RFP

Implementation

Implementation

- Time window for completion
- Network capacity
- Redundancy
- PC capabilities/needs
- Pre-plan
 - IVR recordings
 - Phone #s & extensions
 - Dialing plan requirements
- “Fall back” plan



Post Installation

Post Installation

- Service updates
- Support
- Integrations
- Web based access to information and interactions
- Service levels



Advantages to Using Communications as a Service (CaaS)

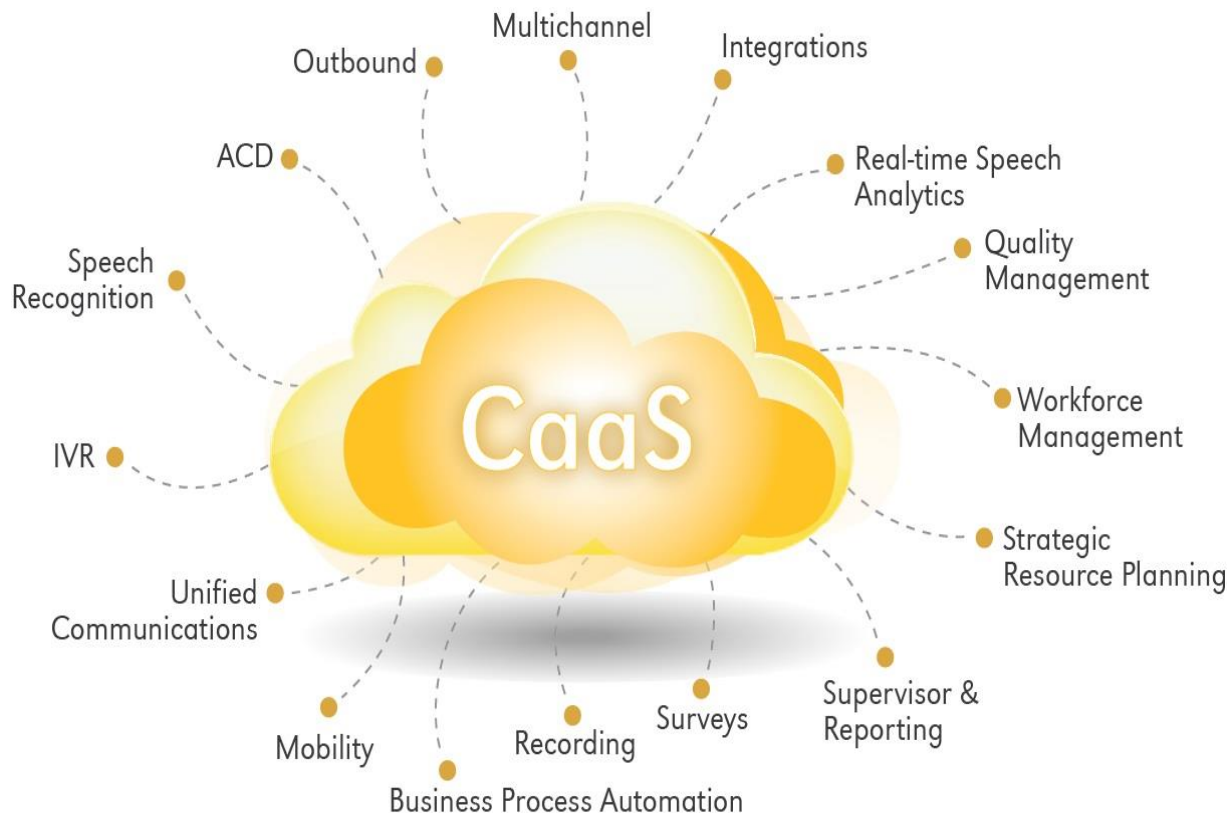
Advantages to CaaS?



- Low upfront costs
- Free version upgrades
- Smaller companies get same features as large corporations
- Minimize in-house staff requirements
- Pre-integrated applications
- Long-term options
- Reduced monthly expense

Advantages to CaaS?

One Platform, One Pre-Integrated Application Suite
Same multi-channel platform as on-premise deployments



- Less integration time
- Applications leverage one another
- Works as PBX/IP-PBX or with 3rd party PBX/IP-PBX

Thank You



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