

Livtech helps global chemical company with global contact center

A worldwide chemical company with 6,000 employees needed help with evaluating their global contact center system.

The Challenge

- 30 person helpdesk supporting internal IT for 6k knowledge workers in 14 countries
- Call Center infrastructure failing
- Call Center had limited functionality (IVR)
- Streamline communication and management of environment into one unified platform for telephony and contact center
- No approved budget for cloud contact center

The Solution

- Livtech managed the evaluation process creating a criteria that helped to determine the best solution based on features, functionality and cost
- 8x8 UCaaS/CCaaS standardized voice and contact center globally, improved employee collaboration, and integrated with other cloud business applications (SAP Hana, CRM and OKTA)
- Delivered a unified solution that included messaging, calling, and contact center
- Justified the cost of the platform through a strong ROI and vendor price negotiation

The Result

- 25 contact center seats rolled out in 48 hours
- Livtech's Evaluation process enabled them to make a well informed decision in under 3 months
- 5 year ROI saving them 45% Year over Year
- Provided them one Unified Platform for voice and contact center through 8x8
- Reduced internal voice help tickets by 40%

"Livtech worked with us to help scope and manage our UCaaS evaluation selection process. Livtech quickly became an extension of our team and drove both the internal and external elements of the project. With Livtech, we were able to create a positive ROI and completed the project 2 months ahead of schedule. We appreciate the guidelines and relentless support throughout the project, both from Livtech and our partner of choice 8x8."

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VP IT Infrastructure