

Livtech helps global chemical company evaluate UCaaS and CCaaS solutions for their global workforce

A worldwide chemical company with 7,000 employees needed help with evaluating their global phone system.

The Challenge

- Livtech was engaged by The Company to migrate their on premise PBX's and Call Center to the cloud
- The UCaaS and CCaaS industry was new to them and they needed a partner like Livtech to educate them
- Supporting end of life infrastructure in 14 countries and 6 continents
- They didn't have the global inventory
- Needed to streamline operations as they realigned network management from regional to global
- No approved budget for the new UCaaS or CCaaS platforms
- They recently acquired another mining company doubling their footprint and employees
- They had two aging phone systems (Cisco & Avaya) that were failing and managed by one person
- Team did not have the knowledge to evaluate providers, nor did they have a budget

"Had it not been for Livtech's evaluation process and ROI creation, we never would have been able to execute on time. Their process was streamlined and simplified, taking the heavy lifting off of my team and helped accelerate a complicated and complex process. Thank you Livtech!"

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VP IT

The Solution

- Livtech managed the entire UCaaS and CCaaS evaluation process through contract execution
- We managed the coordination and evaluation of 6 vendors that were selected to work on the project
- We custom built a technology evaluation plan that was executed against the project
- We created an aggressive project timeline that met their needs
- Livtech worked with each region in 14 countries and 6 continents to obtain the scope and inventory for this project
- We customized our evaluation scorecards for both financial and technical criteria, including a PoC
- By month 4 of the process, they selected 8x8 for both UCaaS and CCaaS platforms
- Livtech created both an ROI and TCO for the project

The Result

- We scoped and completed evaluations of six vendors within a 3 month process
- Livtech created a 3 year ROI offering annual savings of 32% with TCO payback in month 13
- Provided them with a single, global, unified platform for voice and contact center through 8x8
- Reduced internal voice help tickets by 40%
- Implementation and end user setup delivered in minutes vs days
- Integrated UCaaS and CCaaS platform allowing for easy call escalation between platforms
- 8x8 is able to integrate with ServiceNow, SF.com, Office 365 and other cloud based services