



# LARGE FINANCIAL INSTITUTION MIGRATES FROM AVAYA TO GENESYS CLOUD



## Challenge

The customer had a legacy platform with multiple third party integrated solutions. This made spend management and upgrade management challenging. They were looking to transform their CX strategy and needed to accommodate a modern customer experience with strong integration to their new CRM platform. They selected to move away from their on-premise Avaya platform to a cloud based CX focused platform to stay current with a predictable cost model and take advantage of emerging technologies.

## Solution

ConvergeOne delivered a fully blended omnichannel with IVR, QM, WFM, and 10+ integrations, designed and implemented by our expert professional services team. ConvergeOne provided Program Management to ensure and support a successful migration experience as well as management of the environment with Tier 1 and 2 maintenance services.

## Results

Migration from Avaya CC Elite to Genesys Cloud enabling a fully capable CX experience where both the internal and external customer can adopt and utilize emerging technologies as needed.

**2,900**

**Contact center agents using the solution globally**

**ConvergeOne provided management of the environment with Tier 1 and 2 maintenance services**



**CONVERGEONE + GENESYS**

**Solutions from ConvergeOne and Genesys deliver great customer service and successful business outcomes: [convergeone.com/genesys](https://convergeone.com/genesys)**