

# Case Study | Customer Experience



## Migration Service for Logistics Service Provider

### About Client

Customer is one of the largest logistics service provider in APAC.

### Technology Used

Genesys Contact Center 8.X, Genesys Workspace Edition 8.5, .NET Framework 4.0

### Business Benefits

- Providing the resources with the right skill needed to execute the migration in a shorter time frame
- Ensured cost-effectiveness and quality of service
- Ensures Business Continuity

### Business Challenges

- Difficulty in managing the Genesys Infrastructure
- Need for upgrading GVP to the next version to avail continued support and extended functionalities which come together
- Design and develop IVR Application based on Genesys platform and to migrate from existing IVR application

### Solution Provided

- **Application Migration:** Migrating on premise Genesys contact center and applications running on Genesys Voice Platform 7.6 to GVP 8.x.
- **Migration to Outsourcing Vendor:** Migrating the GVP and applications from the client to the outsourcing vendor
- Tested the IVR Application, providing UAT and on-going support for managing the GVP Application

