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Miratech's great team communication, expertise, and cost-effective solution were crucial in ensuring a smooth transition for our company. With their support, we were able to migrate our operations seamlessly, maintaining our commitment to excellence in customer service.

Senior Project Manager



OVERVIEW

A prominent player in vehicle finance and insurance solutions faced a critical challenge when their existing communication platform, PureConnect, that reached the end-of-life status.

Lacking expertise in Genesys CX cloud solutions, they sought a partner to facilitate a smooth transition to a new platform.

AT A GLANCE

CHALLENGES

- End-of-life platform (PureConnect)
- Lack of Genesys CX cloud competencies/experience
- Evaluation of Genesys Professional Services and other providers

OUTCOMES

- Seamless migration with minimal disruption to daily operations
- Training the tech team on Genesys CX Platform
- Cost-effective and competitive solution



A blue-tinted photograph of a modern office interior. In the foreground, a man is seated at a table, looking at a laptop. In the background, another person is seated at a desk. The image is overlaid with various digital icons and a large, glowing cloud shape in the center, symbolizing cloud technology and communication.

FINANCIAL SERVICES TRANSITION TO CLOUD COMMUNICATIONS

OBJECTIVE

The primary objective for the client was to **migrate their communication** operations seamlessly to a new platform while minimizing disruptions to their daily customer service activities. Additionally, they aimed to equip their tech team with the necessary competencies to manage and maintain the new solution effectively.

CHALLENGE

The impending end-of-life status of their **existing PureConnect platform** posed a significant challenge for company. Moreover, their tech team lacked the experience and competencies required for **Genesys CX cloud solutions**. Evaluating various providers, including Genesys Professional Services, added complexity to their migration journey.

SOLUTION

Miratech provided a comprehensive solution tailored to the unique client's needs. Conducting a **like-for-like migration of their PureConnect** solution, Miratech ensured minimal disruption to their daily operations. Additionally, they offered specialized training to their tech team, equipping them with the necessary skills to manage the new platform effectively.

RESULT

The project included discovery, solution design, implementation, testing, and post-go-live support. **Miratech migrated the contact center** with minimal disruption. Miratech's seamless sales process, efficient communication, and competitive pricing convinced our client to choose Miratech over competitors.