



conn3ct

CASE STUDY

Authorised by:

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ABOUT CONN3CT

[Conn3ct](#) is a truly vendor-agnostic communications partner that helps multi-site organisations across the world solve their communications challenges. They are a trusted advisor that draws on over 30 years of knowledge and experience to solve complex communications challenges in three areas: Contact Centres, Unified Communications and Network Services.

Conn3ct delivers end-to-end digital transformation by refining the people, processes, and technology required to implement your chosen solution. They will help to ensure your transformation journey is seamless, cost-effective, and pain-free.

REQUIREMENTS

One Conn3ct customer, a leading global player in the PetroChem vertical, required a global “Follow-the-sun” contact centre solution based across the EMEA, APAC and Americas regions. From day-1, this solution would need to run the existing contact centre infrastructure, supporting 1,000+ agents. In addition to the core contact centre and its associated applications, the solution also needed to store voice recordings for training and regulatory compliance purposes. The client also stipulated that the solution needed to be run in the cloud, to support the projected growth requirements of the business, to be flexible and secure, and to align with their ‘Cloud First’ strategy.

THE ZSAH SOLUTION

Through zсах’s consultative solutions development process, a global ‘Hybrid Cloud’ solution was developed. This solution catered for the requirements of the customer’s chosen contact centre vendor and allowed for the growth plans in a flexible and secure environment. The ‘Private’ element was based on zсах’s Gridz-1 platform, out of zсах’s UK, US and Singapore-based centres, with the ‘Public’ element based in AWS data centres. This solution was configured to ensure that there were redundant connections between each site, with no single point of failure. To accompany the design, zсах also developed a detailed and fully-compliant disaster recovery plan.

RESULTS AND BENEFITS

The successful zsah solution was fully-compliant with the customer brief, meaning that the customer was delivered the flexible and secure solution they had requested. The solution also supported stated the “Follow-the-Sun” requirements, enabling contact centre agents in different geographic regions, to seamlessly deal with end-customer interactions.

To support this deployment, zsah provided a dedicated support team. Each team member had already become intimately familiar with the solution design, having been involved in its development. This intrinsic knowledge, together with the acquired business awareness, gained through regular and scheduled contact, meant that the zsah team became a ‘virtual extension’ of the Conn3ct support structure. This meant that as ‘Subject matter experts’ zsah quickly moved to a position of ‘Trusted advisor’. On many occasions, zsah anticipated end-customer demands and worked closely with the Conn3ct team to provide workable solutions in a timely manner. This meant that the end-customer benefited from an improved experience.

Technical thought-leadership has also been a key-value add that zsah continually deliver. On an ongoing basis, zsah are investigating and assessing technology developments, and where appropriate, making recommendations which aid and improve the end-customer experience. This approach highlights zsah’s agile, personable and compliant approach; able to provide the deep level of support, in a time-critical fashion, as demanded by a global end-customer. zsah continue to supply Conn3ct with support on this system at scale, and with many other corporate enterprises besides.