

The journey to the cloud

with Bucher + Suter and Webex Contact Center

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Helvetia, a tradition-rich Swiss insurance company with over 165 years of history, is in the process of transitioning to cloud contact center technology. This strategic move, marked by the introduction of GPT-based bots, Salesforce integration, and robotic process automation, **aims to enhance customer engagement and streamline repetitive tasks.**

STARTING POINT - DIGITALIZATION AND CLOUD TRANSITION

Helvetia upgraded its Cisco Unified Contact Center Enterprise (UCCE) system with Salesforce and CTI integrations, aiming to shutter its data centers by the end of 2023 and migrate its contact center applications to the cloud. The switch to Microsoft Teams telephony has proved challenging due to limitations in Cisco UCCE.



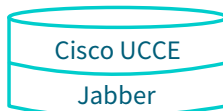
CHALLENGES

- **Introduction of Webex Contact Center:** This marks the transition from Cisco UCCE to the more advanced, cloud-based platform.
- **Technological maturity:** Assessing and addressing the nascent elements of Webex Contact Center to ensure a robust implementation.
- **Early adoption:** Opting for Webex Contact Center demonstrates a strategic move as an "early mover" in the industry.
- **Implementation strategy:** Crafting a comprehensive master call flow followed by a phased deployment.



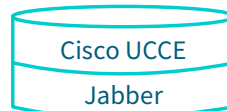
PAST

Helvetia Data Center



PRESENT

Swiss Data Center



FUTURE

Webex Contact Center



2021

- Opening of ops team



2022

- Salesforce CTI integration



2023

- Omnichannel routing



2024

- Lift + Shift of data centers (**on-premise** to **cloud**)
- Telephony replaced with Teams



2024

- Webex Contact Center rolled out for call-routing

Current status: Helvetia is currently in the midst of deploying Webex Contact Center, targeting the inaugural launch by the end of Q1 2024. The team is actively gathering initial insights to refine the system and navigating early-stage maturity hurdles.

WHY WXCC?

Helvetia selected Webex Contact Center for its cloud adaptability and integrations with Microsoft Teams and Salesforce, despite early maturity hurdles. **Compelling pricing and a partnership built on trust with Bucher + Suter solidified the choice of this innovative solution.**

WHY BUCHER + SUTER?

Bucher + Suter's exceptional contact center and CX expertise and proven track record are pivotal to Helvetia's smooth transition to Webex Contact Center. Together, they've **fostered a partnership that propels agent and customer experience and contact center operations.**