bucher+suter

Moving On-Premise Contact Center Communications to the Cloud:
BLUEBEAM® Case Study

Case Study

Eventually, growing companies mature beyond their existing contact center solutions. They find that to scale operations; they need to digitalize them, and to digitalize them, they need to move their contact center communications to the cloud.

Bluebeam recognized this need and decided it was time to replace its on-premises Cisco Contact Center Express (CCX) solution with a more scalable and future-ready platform. They turned to Bucher + Suter to transition to Webex Contact Center, unlocking the benefits of cloud-based communications for enhanced customer service.

Bluebeam's pivot point

About Bluebeam

Bluebeam has been at the digital frontier in the construction industry since the early 2000s. They create elegant, user-friendly solutions that cover the entirety of a construction project, including logistics, RFI handling, QA, and drawing and document handling. Their software solutions help architects, engineers, and general contractors deliver their projects.
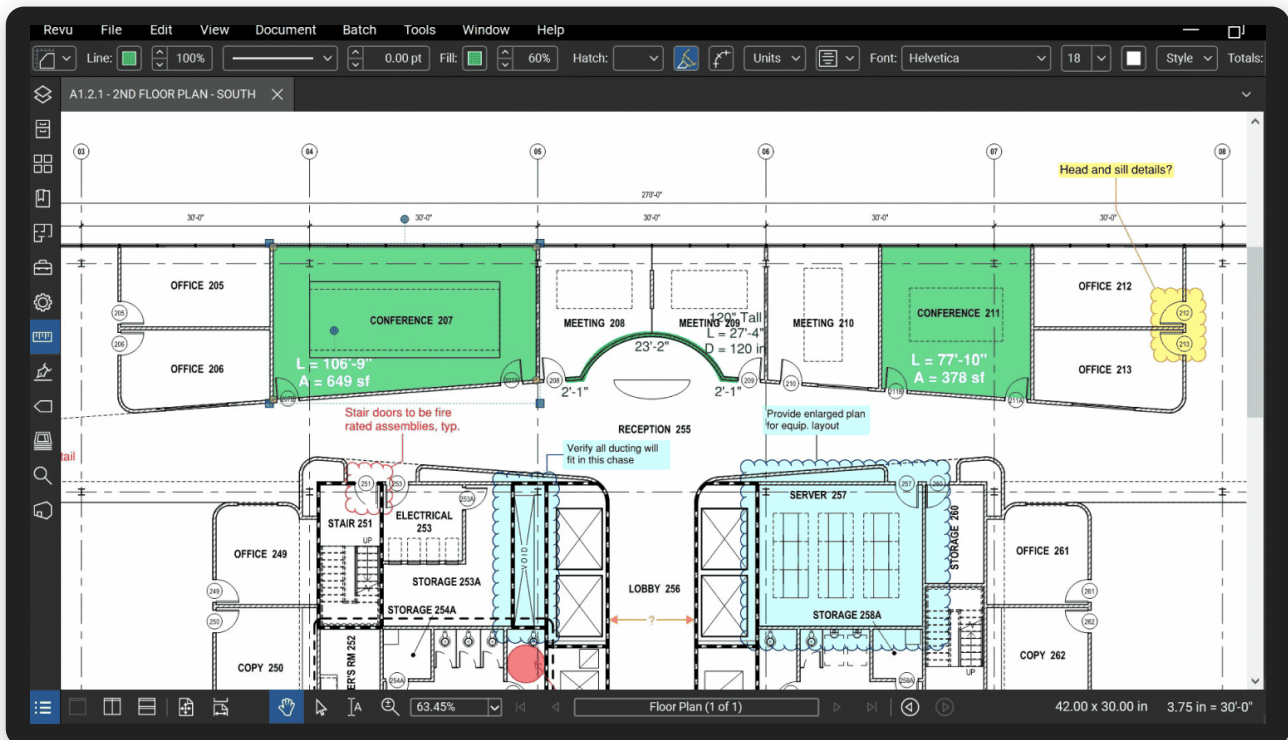
Case Study

The challenge

Bluebeam was in the process of phasing out its legacy on-premise CCX solution, as it had become clear that the system could no longer keep pace with the company's growing operational demands and evolving customer service requirements. The limitations of the on-prem infrastructure, coupled with the need for greater flexibility and scalability, prompted Bluebeam to seek a more modern and future-proof solution. In 2023, after deciding to move contact center communications to the cloud, they needed to replace CCX with a cloud-based Cisco contact center solution.

How did Bluebeam know it was ready for a Webex cloud solution?

Known as an innovative company within the construction software space, **Bluebeam needed a customer service solution that would help them offer service experiences in line with their own technology's high standards.**

Important decision factors:

Reliability and security

Scalability and always-updated cloud

User-friendly interface

A vendor with platform and contact center expertise

Bluebeam had been using b+s Connects to integrate its on-premises CCX solution with its Salesforce ecosystem. During that time, Bucher + Suter's dedicated customer success and support teams demonstrated their value, positioning the company as a potential trusted partner for Bluebeam's full-scale migration to a cloud-based contact ctenter solution.

Case Study

The process: what went into migrating Bluebeam to Cloud Contact Center

1. Business process analysis:
Identified the optimal migration order, starting with the internal IT/service desk. Workshopped existing applications, callflows, and reporting, as well as migration objectives, success criteria, and potential concerns.

2. Design:
Used Bluebeam's existing business line processes and documentation to develop a like-for-like (but not one-to-one) migration proposal, including architecture design, and data mapping.

4. Test/Acceptance:
Conducted functional testing, user acceptance testing, applications and call flows testing, and reporting. Finalized system documentation for go-live.

3. Implementation:
Performed: cloud provisioning and configuration; data migration, integration, and customization; and agent, supervisor, and admin training.

5. Roll-Out and Post-Launch Support:
Went live and handed off to b + s Customer Support and operations team for ongoing assistance and feedback gathering.

Bucher + Suter Supervisor Management Console

Moving to the cloud opened the door to using Supervisor Management Console (SMC). The console gives Bluebeam a non-technical way to configure and manage the contact center—its flows, operating hours, and agent re-skilling—at the flip of a switch.
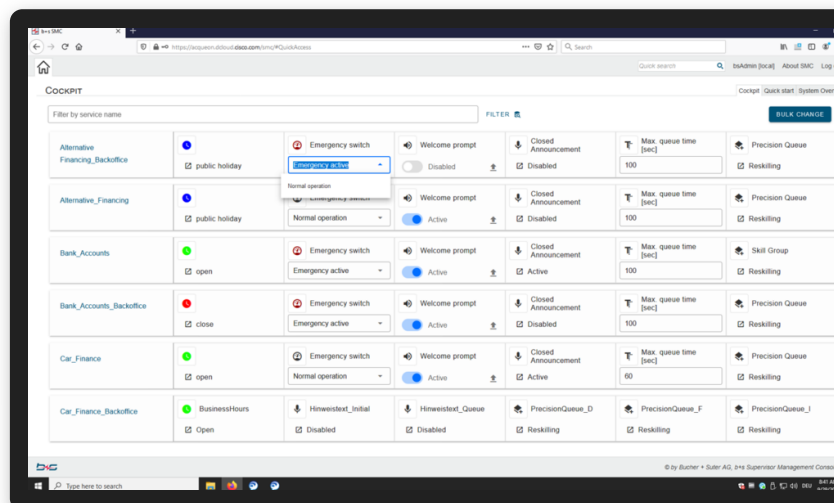
Case Study

The outcome

A year later from the decision to migrate to Webex Contact Center, Bluebeam is in a much better position to continue to scale. The new cloud-based system enables the contact center teams to deepen and expand service quality for a growing book of business.

- ☑ **Saves time and resources**

- ☑ **Customers are happy**

- ☑ **Agents are more efficient**

- ☑ **Improved scalability for future growth**

- ☑ **A true contact center partner moving forward**

Overall, this migration lays the foundation for the kind of growth in store for Bluebeam. They're a busy team with global aspirations, having added new partnerships in the Asia-Pacific region (APAC), acquired new solutions, and introduced innovative new solutions to the construction space.

We believe in the criticality of scalable, cloud-based contact center solutions, because we've seen how they can transform growing companies. It's why we take such a meticulous approach to migrations, starting with a rigorous approach to determining project fit. **Right from the get go.**

To see how Bucher + Suter can help you move contact center operations to the cloud, [contact our Webex experts today](#).