

CONTACT CENTER RELOCATION CASE STUDY

THE PROBLEM

Moving a large call center and all its equipment can be a complicated and costly undertaking. When a 450-seat customer retention call center serving the cable television industry planned to relocate operations, the knew that their clients would not tolerate any down time because it would disrupt their delinquency and disconnection timelines. How could they manage the move of an entire contact center without losing time?

THE SOLUTION

The call center turned to the experts at ATS to develop a solution. ATS Technical Services employed an innovative idea of operating from a private and secure cloud environment to create a virtualized infrastructure of the large call center.

Prior to the move, workstations in the new location were outfitted with Wyse thin clients. All of the servers were virtualized at a Tier-4 data center with two OC 192 high-speed uplinks as well as redundant and path-diverse entrances and exits. Dual-access routers connect the data center to multiple network access points. To ensure uptime for the call center, it is also outfitted with five 2,000k @/2Mg diesel generators (N+1 Redundancy) with a combined fuel run time of 25 hours.

At this site, ATS network experts maintain the servers, ensure uptime, install platform upgrades automatically, conduct redundant backups, provide connectivity to authorized users, and implement security measures and/or encryption as required. From software deployment to reduced power consumption, this approach has created tremendous operational efficiencies for the call center. It allows agents to more seamlessly interact with a range of client billing systems and provides improved data and system security.

THE RESULTS

With the implementation of ATS Technical Services, the call center was able to efficiently relocate with no down time and reduce hardware maintenance costs. In addition to zero down time, the call center also recognized additional benefits as a result of utilizing ATS Technical Services Data Hosting:

- **Completely Virtualized Environment**
- **Unlimited remote server capacity**
- **Decreased power consumption**
- **Enhanced agent solution options**
- **Redeployment of existing hardware**
- **Streamlined data recovery in the event of a disaster**

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