



# Comspective

## Contact Centre IT Due Diligence

### Case Study

### Mobile Telecoms Provider

#### Situation and Challenges

A Republic of Ireland global mobile telecoms provider approached Comspective to undertake an IT due diligence exercise on the Contact Centre technology infrastructure following a number of issues relating to the performance and reliability of telephony and call routing infrastructure. The request was to review all areas of design, development and installation of the incumbent technology and applications with a strong focus on resilience and operational stability.

The aim was to provide an environment where the service desk was more empowered to execute configuration change in a simple manner and a quicker timescale.

#### Action

The consultants conducted a thorough review and audit of the Contact Centre telephony infrastructure and provided a report with a number of recommendations which, when completed would ensure that the business could grow with confidence around its Contact Centre Telephony Infrastructure and more importantly maintain a high level of resilience.

The report highlighted key areas of concern and suggested the next steps following the review should be to plan short-term changes and implement them as soon as possible and thereafter plan for the long-term taking into account any of the mobile operator's strategic roadmaps/plans.

Along with the project sponsors, the project findings were presented to the senior executives. The report and presentation allowed the mobile operator to make a decision to go to market to find a replacement solution for the ageing telephony infrastructure.

The consultant was asked to complete and document a thorough set of business (functional) and non-



functional requirements that would enable the mobile operator to complete an RFI and RFP for a future IPT solution and allow suppliers to tender for the new infrastructure.

As independent and technology agnostic consultants, Comspective was asked to assist with the RFP reviews and vendor selection process. The consultants were involved in:

- The creation of the RFP and support.
- Q&A process.
- Evaluation of the RFP responses.
- Creation of an RFP evaluation matrix.
- Production of detailed architectural diagrams.
- Assist with the vendor selection process.

Following the selection of the chosen technology platform (Genesys), Comspective were retained to produce the design and manage the selected supplier's implementation, testing and management into operational service.

## Results

A vendor was successfully selected for the mobile operator's future IPT solution based on the rigorous RFP selection process.

The successful vendors IPT solution was based on Genesys' IPT architecture. Given Comspective's experience within the Genesys arena the mobile operator had no hesitation in requesting that one of our consultants lead the implementation project.

The mobile operator's new Contact Centre IPT solution was successfully delivered within the given timescales and within budget. The consultant's knowledge over the timeline of the project was key to a seamless, successful implementation.