

Global software company reduced contact center costs by 30% with cloud migration

Summary

A global software company partnered with GDT to migrate its managed collaboration contact center to a cloud solution powered by Cisco. As a result of migration, the company saved more than 30% on annual contact center costs, enhanced application visibility, improved security and compliance management, and gained access to cloud-native features like self-service, AI, virtual agents, and digital channels.

Customer overview

Our customer is a global software company with 6,000 employees, offering AI-powered customer relationship management and workflow automation that transform business operations.

The challenge

As a provider of innovative business software solutions, our customer needed to be able to operate with reliable security, speed, and efficiency. However, its existing collaboration and contact center environment contained outdated and disparate applications, which added operational inefficiencies, drove up annual costs, and introduced security and compliance challenges. Additionally, the existing on-premises environment with its array of third-party solutions kept the organization from adopting advanced feature sets at the speed and scale required to meet business goals. This disparate communications environment also made management and reporting more complicated without a single platform for visibility and control.

Client challenges included:

- High infrastructure and integration costs
- Lack of centralized visibility for reporting, security, and compliance
- Limited agility in expanding digital and self-service channels
- Inability to leverage additional AI and advanced capabilities
- Internal team strain, with limited ability to manage and optimize the environment



The solution: Cisco on-premises-to-cloud migration, GDT-delivered managed service

GDT hosted a client workshop to explore migration options from a cost- and solution-optimization perspective. After evaluating various platforms, the client selected a Cisco-to-Cisco migration as the best option.

GDT's managed services team delivered the Cisco on-premises-to-cloud migration for the client's collaboration and contact center. GDT managed the project end-to-end, ensuring that both legacy and cloud environments remained active throughout the migration.

Key elements of our solution:

- GDT managed services team's familiarity with the existing environment
- Webex Calling + Webex Contact Center migration
- Transition of users from on-premises to cloud
- Simplified billing, including licensing, services, migration, and support

The results

Migrating to a fully managed, cloud-based collaboration platform provided the cost savings and operational flexibility the client wanted. With a unified view of the environment, employees could track reporting, compliance, and security needs from one location, while also accessing and adopting advanced features to elevate the business to the next level.

Results included:

- Greater than 30% annual savings after migrating to the cloud
- Access to cloud-native features for improved contact center self-service
- Improved reliability, security, and compliance

Managed collaboration services

GDT's managed collaboration services deliver a cloud-based approach to modern enterprise communications. By bringing together calls, meetings, messaging, and contact center capabilities, we reduce complexity and strengthen reliability to ensure a consistent user experience across every touchpoint.

Our outcome-focused approach enhances scalability, speed, and proactive optimization to give clients a predictable cost structure for better planning, control, and confidence as they expand their collaboration strategy.

[Request a workshop](#)