

Global Insurance Company

# Contact centre solutions for a smoother acquisition



## Challenge

After acquiring another company, this Global Insurance Company required a brand new contact centre system within a tight regulatory timeframe. The challenge was to move away from the embedded services without significant overheads or charges.



## Resolution

Deloitte, using Amazon Connect, designed, built, tested and deployed a new contact centre solution for the new entity with additional services and accelerators (such as voicemail) to enable business as usual.



## Deloitte's Impact

- Regulatory timelines were met with ease - the project was delivered within three weeks
- Full training provided for agents using the new platform
- Working closely with the business teams, we helped them realise the benefits of how new technologies, such as voice bots and AI for improving customer experience