

SUCCESS STORY | HEALTH

Europe's Leading Health Research Organization Improves IT Stability and Contact Center Performance with Servion Managed Services

About the client

This customer - a Swiss multinational, research-intensive healthcare organization in pharmaceuticals and diagnostics - is one of the world's most influential leaders in medical innovation. Founded in 1896, the organization today operates as the world's leader in biotechnology (with 17 biopharmaceuticals on the market) cancer research and treatment, and in vitro diagnostics with a specialized focus on personalized care plans. With over 93,000 employees and 30 R&D sites worldwide, this customer creates innovative medicines and diagnostic tests that help millions of patients worldwide. As a leader in diagnostics testing, this customer has also played a key role in ensuring timely availability of, and fast access to, reliable, high-quality tests during the coronavirus pandemic. Its employees continue to work around the clock to ensure that patients receive medicines and solutions as quickly as possible.

Amidst the disruption of COVID-19, this customer was looking for a complete contact center solution that included ubiquitous coverage for multiple countries and cities with support for contact center platforms from multiple different vendors such as Cisco, NICE inContact, and Bucher & Suter (B&S). Different sites also required support for different functions and project enhancements. For example, some required Cisco IPT platform support while others required XXXX.

"Our quality of service is what uniquely positions us to lead the way in research and development of creative solutions for today's greatest medical needs," a company rep explained. "We needed to make adjustments to our contact center environment, and we needed the right partner for the job."

Servion's Approach

Servion not only stepped in to advise this customer on making necessary improvements, but provided next-gen, 24x7 managed services - on premise and in the cloud - for customer experience management and day-to-day operations. As a strategic global alliance partner of Cisco and NICE inContact for customer experience management, Servion was the perfect choice for this global healthcare leader, providing managed services for their EMEA and APAC contact centers and IPT setup in APAC.

The solution included:

- Cisco UCCE setup & IPT setup across the globe
- A complete upgrade of the customer's existing setup to the latest version of Cisco and NICE inContact platforms.
- Support for the customer's existing APAC IPT solution.

- B&S workforce management, SMC support, and support for B&S migration projects/products such as SMC and Teleopti Workforce Management.
- Implementing additional requirements in alignment with the customer's key business goals.
- North America contact center support.

Business outcomes

Servion's managed services brought about several tangible benefits for the client:

- High stability of current contact center platforms.
- Improved performance of components by using the command center monitoring platforms.
- Skill enhancement and better support for various platforms like Cisco, NICE, and B&S.

Servion's consultant-led, end-to-end approach to managed contact center services enables this customer to focus on what matters above all: their patients. "Now more than ever we need to be transforming the way diseases can be prevented, diagnosed and monitored. Our contact center operations are vital for this mission. With Servion, we can rest easy knowing everything is handled."



The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



Crafting CX solutions

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For more information, contact marketing@servion.com