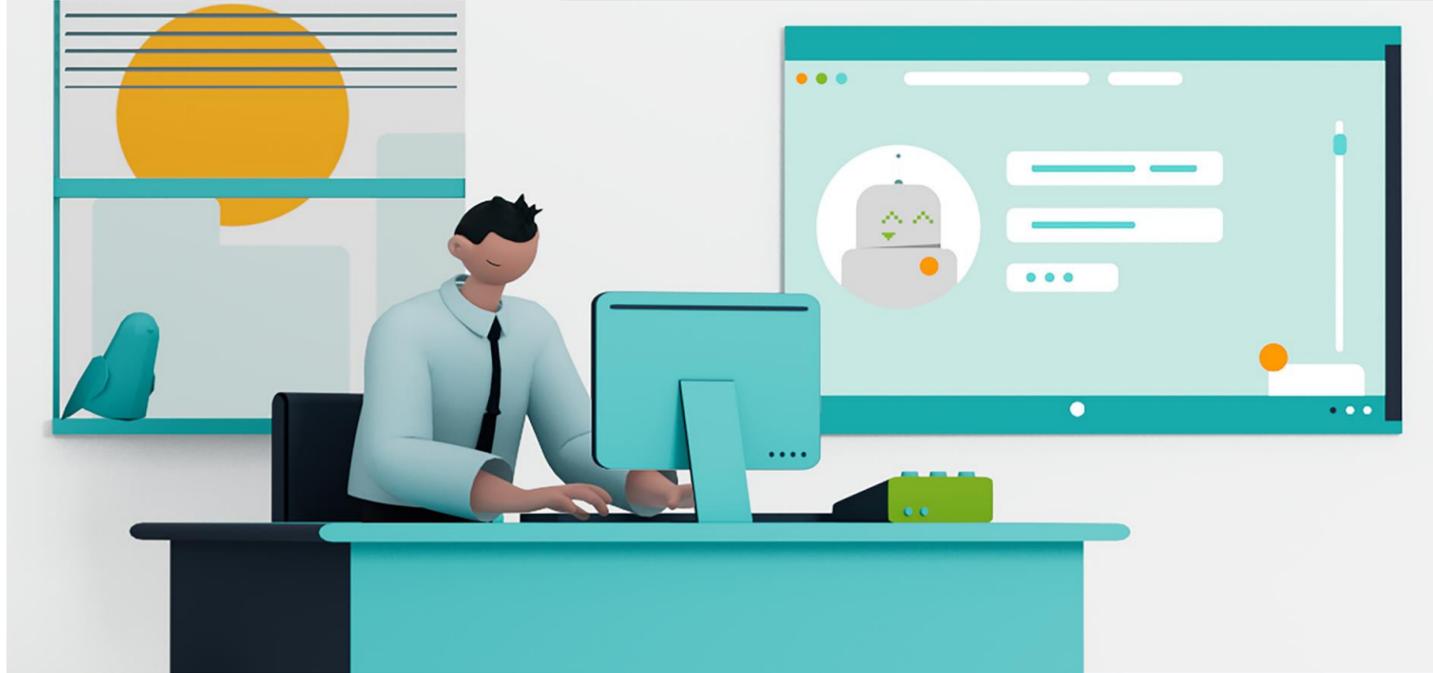


UK-based Retail Bank

Implementing Amazon Connect to drive innovation



Challenge

The UK-based Retail Bank sought to drive innovation and customer enhancements across their contact centre estate. In doing so, they could reduce the risk of operating their existing out of support legacy package.



Resolution

The Deloitte team managed and implemented the first release of Amazon Connect (DCCX), a cloud hosted call handling package, that brought together valuable insights and best practice from other similar implementations.



Deloitte's Impact

- The Amazon Connect implementation was well received by call centre staff, with noted improvements in call quality
- The programme was successfully deployed in just 9 weeks
- The new technology ensured security and compliance to regulations and 75+ controls
- Assured a platform for more strategic transformation of the bank's call centres
- With the right foundations in place, the subsequent roll out across related contact centres was fast and cost effective