

# Move to the cloud with confidence

## Unmatched business agility, scalability and innovation for Genesys on-premises customers



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You already know that Genesys delivers the experience your customers want. But, an on-premises deployment can get in the way of your ability to keep up with changing customer expectations. Move your Genesys solution to the cloud and gain instant access to new channels and innovations the minute they're released. You get everything you love about Genesys without ever having to worry about an aging system.

Genesys has helped more than 700 companies redefine their customer experience technology reality and evolve from outdated, disconnected systems to a modern omnichannel customer experience that moves the business forward. With a cloud or hybrid deployment model – and flexible consumption models, this proven, prescriptive migration methodology smooths your path to the desired state. And it all happens at your pace, for dramatically lower risks and costs, and much faster time to business value.

- **Coca-Cola Business Services North America** reduced TCO by 50% by moving to a cloud-based solution
- **Westpac New Zealand** increased call flow by 100% and moved from 39 siloed contact centers to a single virtual contact center
- **Quicken** deployed its Genesys Cloud solution in less than two months and achieved a 412% ROI

As you already know from working with Genesys, we don't see your migration as a project or a transaction. Instead, we're intentional in building a strong relationship with all our customers, including you. Your customer experience transformation journey starts with these four simple steps:

1. **Imagine** what exceeding business and customer expectations looks like
2. **Define** a solution for a solid foundation
3. **Migrate** with confidence – get it right and get ready for the future
4. **Achieve** your desired business outcomes

Prepare for the future and transform your customer experience with artificial intelligence (AI), including predictive routing, Blended AI with voice and chatbots, analytics and journey management.

### Genesys prescriptive migration

When moving to a cloud-based contact center solution, you need a process that's designed to empower you with best practices, in a repeatable way and with predictable success, so you reduce risk, avoid wasteful costs and complexity, and accelerate your time to real business value.











