What are a few SAGESS3 Success Stories?
(Strategic Consulting, Robotics Automation & Managed UC Solution)

Healthcare Financial Services Company

- ❖ Requirement = Provide "SPoC" focus for ALL their people, process (services), technology and network requirements associated for their UC infrastructure
- ❖ Eliminate managing UC Infrastructure and spend 100% effort on core activities
- ❖ Implement within "current OpEx budget" or 0% increase

Technology, Service & Network Provided

- ❖ Implemented **Contact Center** optimization assessment and built **"Roadmap" to achieve Ideal State**
- ❖ Upgraded and virtualize Avaya Contact Center platform to include Workforce Optimization system
- ❖ Analyzed, designed and implement **Robotic Automation (RPA & RDA) platform and Use Cases**
- ❖ Acted as VP Customer Support for interim period of time
- ❖ Optimize and manage Network (Carrier Services) and lower OpEx costs
- ❖ Assume daily management of infrastructure (Managed Solution)
  - ▪ Rebadge Customer staff members and augment team with SAGESS3 UC skilled personnel

Financial Benefits Achieved

- ❖ People, process and technology services recommendations generated 14% decrease in Contact (Support) Center CSR costs
- ❖ Achieved less than 12 month ROI via Robotic Automation (CapEx) solution
- ❖ Assumed daily management of UC environment ("on-shore") for 1000+ employees with enhanced focus and material "value add" = 0% OpEx increase

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