INDUSTRY

• Customer management
  services

CHALLENGE

• Reduce deployment time and
  administrative costs of hosted
  solutions

SOLUTION

• VCE VxRail Appliance

RESULTS

• Delivered best performance
  gain—20 percent—in proof of
  concept

• Reduced time to deploy
  customer interaction systems,
  enabling faster revenue
  recognition

• Decreased average weekly
  time to maintain systems,
  creating more time for
  software innovation

• Faster tech refresh cycles with
  little to no downtime

CONVERGYS
Quick deployment speeds revenue flow

VXRAIL™ HYPER-CONVERGED INFRASTRUCTURE APPLIANCE REDUCES OPERATIONAL COSTS

When customers and prospects interact with companies via call centers, email, text, or the Web, they expect prompt, informed responses. Making that happen is not easy and that's where Convergys, a leading provider of customer interaction systems and business process outsourcing services, excels. Convergys provides complex cross-channel communications solutions that facilitate any type of direct customer interaction—customer care, technical support, collections, text and email notifications, business analytics, and home agent services—all on one application which in turn helps their clients improve customer loyalty, satisfaction, and reduce costs.

With 150 locations in 31 countries, Convergys needed to simplify and compress the deployment time of its hosted customer interaction solutions. Scaling these solutions to support customers' new services and additional users required significant staff time for Convergys, adding to cost of maintenance.

THE CHALLENGE

Traditionally, Convergys would run its hosted customer interaction solution on a stand-alone server or multiple servers. As user counts grew, the company would need to add servers to support additional voice ports and achieve the proper voice density required to support the application. This would add cost and complexity to each customer environment.

EMC²

THE SOLUTION

Convergys decided that a hyper-converged solution would be the best alternative because it offers deeper voice density and simplified deployment and operations, but the company needed to test their application on a few solutions first to ensure performance, reliability, and ease of use.

For the proof of concept, Convergys compared a VxRail™ Appliance, a hyper-converged infrastructure solution from EMC and VMware, another vendor's hyper-converged solution, and a standalone server environment—all with the same processor and core count. The tests included analysis of how many voice ports each environment would support before voice quality would degrade and cost per port.

Compared to the standalone server, the other vendor's solution was five percent faster while the VxRail Appliance clocked a 20 percent performance gain. In fact, the VxRail Appliance earned top marks in all key proof of concept tests, including highest voice port density and non-CPU density increase, as well as sizing flexibility. A long-time EMC storage customer, Convergys cites its experience with EMC's world-class support as a factor in its decision to choose the VxRail Appliance.

"We're excited about EMC's increased focus on mid-range, easily expandable systems. As soon as a customer has deployed our solution, they often are ready to add new users or services. With VxRail Appliance, we can respond to our customers' changing needs faster and with less burden on our staff."

— Jim Harris, Director of IT Infrastructure, Convergys

SIMPLIFIED OPERATIONS LEADS TO AGILITY, EFFICENCY

Now, Convergys provides its customer interaction software with the VxRail Appliance as a hosted solution. To meet HIPAA, PCI, or other regulatory requirements, Convergys customers often required standalone infrastructures protected by firewalls. Previously, this had led to proliferation of IT equipment running the hosted customer interaction solutions. With the VxRail Appliance, Convergys not only consolidates servers, but also the storage, networking gear, and automation software.

Convergys credits the VxRail Appliance with dramatically decreasing both time to deploy customer systems and time spent managing them. The simplified environment will create more time for software innovation focused on customer requirements.

In addition, the VxRail Appliance will enable faster, less intrusive tech refresh cycles with little to no downtime. Automated patch updates, software rollouts, and migrations also will require fewer staff resources. Engineers will need to spend less time in the field since the processes such as adding servers will be more automated.

The company also was impressed with the sizing flexibility of the VxRail Appliance. This allows Convergys to start at a lower price point and expand the system as requirements grow. This reduces capital investment, as well as data center footage and heating and cooling requirements.

The easy scalability of the VxRail Appliance allows Convergys to respond more quickly to customers that want to add services and expand their systems. With increased agility, Convergys anticipates improved customer satisfaction and faster revenue generation.

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