



Miratech's expertise in providing knowledgeable Genesys Cloud engineers, both offshore and onshore, has been instrumental in driving our project success. Their seamless integration into our team and commitment to excellence have significantly contributed to meeting our project objectives and exceeding client expectations.

Vice President of Experience



OVERVIEW

A leading provider of communication and technology solutions, specializes in data center, security, application delivery, contact center technologies, and managed services.

As a trusted partner, Miratech assisted in driving project success by providing competent professionals to augment their existing teams.

AT A GLANCE

CHALLENGES

- Resource constraints impeding project progress
- Security policies restricted details to onshore project resources only

OUTCOMES

- Accelerated project delivery
- Enhanced project efficiency and client satisfaction
- Improved ability to meet project objectives despite security restrictions





DRIVING SUCCESS THROUGH TEAM AUGMENTATION FOR LEADING COMMUNICATION AND TECHNOLOGY PROVIDER

OBJECTIVE

The project aimed to overcome resource constraints by providing the client with knowledgeable Genesys Cloud engineers, to efficiently drive project success and meet client objectives.

SOLUTION

Miratech's extensive and specialized Genesys talent pool enabled us to find the best fit for the position quickly. With the company's end client enforcing a strict 'onshore only policy' for security reasons, we were able to seamlessly provide an experienced onshore Genesys Consultant to fit into their team.

RESULT

Through Miratech's team augmentation services, we successfully provided the client with knowledgeable and top performing Genesys resources. The collaboration resulted in enhanced project efficiency, improved client satisfaction, and a strengthened partnership between the two organizations.

