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The migration to Genesys Cloud with MiraCloud has been a game-changer for us. We've streamlined our operations, enhanced our capabilities, and can now provide even better service to our clients. The support from MiraCloud has been exceptional, ensuring a smooth transition and ongoing success.

Dean Filandrinos, Chief Information Officer and Vice President of Strategic Operations at SafetyCall®

OVERVIEW

SafetyCall is the world's largest 24/7 human and animal adverse event call center, providing clients and their customers with immediate, 24/7 access to trusted health, safety and medical information. Its structure as a multidisciplinary health care practice provides manufacturers with adverse event management, regulatory reporting, post-market surveillance, and consulting services. SafetyCall's efficient and reliable contact center services are vital to their success.

AT A GLANCE

CHALLENGES

- Legacy on-premises PureConnect system reaching end-of-life
- Ensure compliance with regulatory standards
- Seamless integration with existing systems

OUTCOMES

- Improved operational efficiency through cloud migration
- Enhanced customer and agent satisfaction
- Seamless transition with enhanced capabilities

miratech

SEAMLESS MIGRATION FROM GENESYS PURECONNECT TO CLOUD WITH MIRACLOUD

OBJECTIVE

SafetyCall needed to **transition from their legacy PureConnect on-prem solution** to Genesys Cloud to improve operations, enhance customer experience, and integrate with existing systems. They sought a trusted partner to lead and manage the CX transformation and ongoing CCaaS operations, allowing them to focus on their core business.

SOLUTION

SafetyCall partnered with Miratech's **MiraCloud managed services** for a seamless transition to Genesys Cloud. MiraCloud offered flexible scope adjustments without time-consuming change requests and predictable subscription-based pricing. The migration delivered a scalable, compliant cloud infrastructure in six months, featuring voice consolidation, secure IVR payment, transcription, and Workforce Engagement Management (WEM).

The new cloud infrastructure now handles various integrations and can manage and store large volumes of data. The migration ensured a smooth transition and continuous enhancements of the Genesys Cloud platform, as well as ongoing support for both Genesys Cloud and Safety Call`s telephony system.

RESULT

By **migrating to Genesys Cloud with MiraCloud**, SafetyCall® was able to:
- Design, implement, and proactively manage a new cloud contact center platform.
- Streamline operations, align brand identity, and improve customer communications.
- Reduce maintenance complexity for Genesys Administrators.
- Improve overall CX through better management and support of telephony and contact center operations.