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This project highlights how Miratech, as an AWS Advanced Tier Partner, delivers scalable, secure cloud solutions. By migrating the client to Amazon Connect, we helped streamline operations and set the stage for future CX innovation. Our team's deep expertise ensured a seamless transition, aligning technology with the client's strategic goals to elevate their customer experience.

Audie Wright, Global Alliances
Director at Miratech

OVERVIEW

A leading global healthcare enterprise partnered with Miratech to modernize its legacy on-premise Genesys Contact Center. Facing siloed operations and growing customer expectations, the client needed a future-ready solution that could streamline service delivery, reduce operational friction, and enable omnichannel engagement.

Miratech led the design and implementation of a cloud-based Amazon Connect solution, aligning technical architecture with strategic CX goals while ensuring a smooth migration across business units.

AT A GLANCE

CHALLENGES

- Rigid legacy infrastructure with high maintenance costs
- Manual workflows and tool-switching that slowed agent performance
- Limited automation, analytics, and AI capabilities
- Incomplete omnichannel setup, restricting communication channels

OUTCOMES

- Migration to a modular, scalable Amazon Connect setup
- Improved agent productivity through automation and streamlined routing
- Real-time dashboards with actionable insights
- Foundation for omnichannel expansion and intelligent self-service



A photograph of a long, dimly lit server room with rows of server racks on both sides. A large, glowing white cloud is superimposed in the center of the hallway, creating a focal point and symbolizing cloud computing.

MODERN CX, MADE SIMPLE: DRIVING EFFICIENCY AND GROWTH WITH AMAZON CONNECT

OBJECTIVE

The engagement focused on solving immediate CX inefficiencies while future-proofing the contact center. Key goals included:

- Streamline agent workflows and reduce operational complexity
- Eliminate friction in customer interactions
- Introduce real-time reporting and performance visibility
- Build a scalable, cloud-native foundation for AI and omnichannel growth
- Shift the organization's mindset toward CX as a continuous communication journey—not just a toolset

SOLUTION

Miratech delivered a fully tailored Amazon Connect solution, designed to meet the client's technical needs while supporting business agility. The implementation included:

- A custom caller ID and transfer tool to simplify agent interactions
- Real-time customer data surfaced directly in the agent interface
- Embedded performance metrics and reporting dashboards for leadership
- Modular architecture to support easy scaling and future enhancements
- Strategic consulting to guide service migration, architecture design, and CX best practices

The solution provided seamless integration across regions and departments, allowing the client to replace outdated systems without disruption.

RESULT

Miratech's proactive, collaborative approach ensured alignment across technical teams and business units. By working closely with stakeholders, we ensured the solution met performance, compliance, and scalability goals. Results Achieved:

- **Faster, more consistent agent interactions** through integrated tools
- **Real-time operational visibility** for faster decision-making
- **Reduced reliance on manual tasks and fragmented tools**
- **A scalable, cloud-native foundation** for future CX innovation

