

CANNON GROUP DELIVERS HOSTED CONTACT CENTER PLATFORM, SOURCING SUPPORT AND PROJECT MANAGEMENT FOR LEADING FORTUNE 500 COMPANY

PROBLEM

Our client was seeking to transform the sales, services, and support functions across the enterprise. They envisioned a technology-enabled transformation and looked to Cannon Group for assistance. New business requirements, along with an aging and costly premise-based platform, were drivers to consider a more functional solution. Technology and vendor options needed to be quickly assessed to meet the business need and timeline. Targeted outcomes were set – a lower cost, cloud-based platform, significantly improved functionality, flexibility to grow over time and an accelerated deployment.

SOLUTION

Cannon Group was chosen to manage the complex requirement gathering, procurement and deployment processes. Because multiple business unit and IT stakeholders were involved, Cannon Group's approach included a review of each business unit, followed by a holistic assessment across the entire enterprise to identify requirements. Cannon Group identified providers that best matched with client requirements. Cannon Group then managed a competitive bid, negotiated price and service levels – a comprehensive undertaking with a tight timeframe. With each round of negotiations for the multiple vendors who competed, the Cannon Group team also performed highly complex financial modeling of baseline vs. proposed spend. Cannon Group then delivered those insights to our client in an easy-to-digest format to support an informed decision.

In addition to facilitating vendor selection, and contract negotiations to get a vendor agreement signed, the Cannon Group team project managed the implementation and the turn-down of the premise equipment. Vendor coordination, issue resolution and escalation were needed to meet the targeted install date.

RESULTS

By replacing the premise-based contact center system, Cannon Group helped the customer achieve \$1.5M (35%) in annual savings. Additionally, our client was able to deploy the cloud-based technology along with higher functionality. Added capabilities included integration with ServiceNow, Salesforce, and Oracle Cloud. Improved sales and customer support levels will be achieved along with opportunities to leverage additional functionality in the years ahead.

 960C Harvest Drive, Suite 100
Blue Bell, PA 19422

 www.cannongroupinc.com

 sales@cannongroupinc.com

 888.226.6161

  #ThisIsCannon