Deloitte.
Digital

In association with **NICE**

NICE Alliance Overview

We help clients transform their contact center technology to deliver exceptional service experiences thanks to:

More than 25 years of contact center technology implementation experience

Dedicated NICE CXone certified resources in nearshore and offshore locations

Support for transformation journeys from strategy, "hands-on" implement, and daily operations with AMS services

Relationships and alliances with leading technology providers in the ecosystem

CCAAS STAGE | DELOITTE DIGITAL SERVICES

Strategy
- Current State Assessment
- Vendor Evaluation
- Vision Development
- Customer Experience Assessment / Definition
- Deployment Plan
- Implementation Approach (e.g., Lift and Fix, Lift and Shift, Transformation)

Discovery
- Contract/Vendor Management
- Program Governance
- Project Plan
- Business Case
- Change Management

Design
- Requirements Gathering
- Integration Design
- API Design
- Sprint Planning
- Testing Strategy

Implement & Deploy
- Configuration
- Development
- Call Flow Documentation
- APIs Integration
- Sprint Management
- Change Management
- Testing Execution
- Training

Operate
- Business Value Realization
- Continuous Improvement
- Application Maintenance & Support
- Telemetry
- Help Desk Support
- Customer Success
- Vendor Management

CASE STUDIES

Large Hospital Provider
- Contract review
- Implementation advisory for a migration to NICE CXone and IEX for 8 departments and 1500 agents

Multinational Utility Company
- Vendor evaluation/RFP support
- Program management office
- Hands-on implementation of CXone solution stack in contact centers across four countries (CCaaS, AI, WFM, QM, and more)
- Six-year contract for Application Maintenance and Support

CONTACT US

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