

**CASE STUDY**


# Project Rescue for a Large Financial Institution

**INDUSTRY**

Banking

**SUMMARY**

Migration of a call center from Genesys Orchestration with a legacy routing script to Genesys Orchestration with Genesys Composer

**SCOPE OF SERVICES**

- Architecture planning
- Direct-to-agent calls distribution
- In-queue feedback
- Client's internal transfers and IVR
- Emergency checks, Client's backend logic

**OUTCOME**

- The project was delivered on budget and in 30% less time than planned
- All Workflows passed load testing for 12,000 concurrent call sessions which was 50% more than the minimum requirement of 8,000 call sessions

**TECHNOLOGIES, TOOLS, AND METHODOLOGIES**

- Genesys Composer
- JavaScript
- Quantitative Requirements Management (QRM)<sup>™</sup>
- Live Dashboard
- Agile Portfolio System<sup>™</sup>
- Predictive Testing

**Background**

A large financial institution with more than 2,500 branches, initiated a 5-phase enterprise-wide implementation of Genesys. The Client embarked on migrating their call center from Genesys Orchestration with a legacy routing script to Genesys Orchestration with Genesys Composer. In the first phase, the target maximum load capacity was 8,000 concurrent call sessions.

After six months of programming, the first phase of development was completed. However, the development passed all the tests except load testing, which was crucial. The Client was unable to proceed to the second phase of the Genesys infrastructure implementation. The current situation placed the entire enterprise-wide project at risk. It was critical for the Client to move sooner to the next stage of the project, as they were planning to launch ~200 new customer service lines. The planned expansion could not occur without the increased capacity in concurrent call sessions.

Genesys selected Miratech to respond rapidly to the urgent situation knowing that Miratech had the expertise and experience to design and implement a technology solution on time and within budget.

**Scope of Services**

After just one week, the core Miratech team of professionals with the necessary expertise arrived on site and carefully scoped the level of effort. However, the scope of the migration turned out to be 40% greater than the original estimate.

The estimated time to complete the Scope of Work was 11 weeks. However, the Client was already delayed over a month with each month equating to an estimated 6,000 concurrent calls missed.

The team immediately established our Live Dashboard to track progress and allow for early detection of any problems, decreasing of the cost of corrective actions by 50-80 percent.

**Outcome**

Miratech successfully delivered the project on budget and in 30% less time than planned (3 weeks ahead of schedule) by strategically employing two additional engineers for 2 and 3 weeks respectively. The high-quality Miratech deliverables resulted in only 7 code-related defects found which were fixed immediately after detection. The current defect density is 0.00 defects per Workflow point.

Moreover, Miratech delivered a solution that exceeded the requirements by 50% – all Workflows passed load testing for 12,000 concurrent call sessions, which was 50% more than the target maximum requirement of 8,000 call sessions. Finally, the Client was able to proceed to the second phase of the enterprise-wide implementation of Genesys.

## 28 Years of Success in IT Services

- Miratech is an IT services and outsourcing company with corporate headquarters in Stockholm, Sweden and Washington, DC, USA; and 7 R&D centers in Poland, Slovakia, Spain and Ukraine
- Founded in 1989
- Named in FORTUNE magazine as one of the best 100 outsourcing service providers
- Listed in key industrial ratings: Global Outsourcing 100®, Global Services 100, Software 500®, EOA Award, NOA's Outsourcing Professional Awards and Best Five Companies in Eastern Europe by the IAOP®
- Named in CIO review as 20 most promising Banking technology solution providers
- Software CMM Level 3, ISO 9001:2008, ISO 27001:2005 and ISO 22301:2012 certified

## Genesys Partner since 2000



**Mr. Paul Segre,**  
Chief Executive Officer,  
Genesys Telecommunications Laboratories

*"Miratech is one of many outsource partners that's helped Genesys grow to more than \$850 million in revenue by developing program applications, deploying products, and working with their end users, among other things. We've worked to make Miratech part of the team. They get our evolving needs, and they're flexible in their business model."*

*(Fortune Magazine, June, 2015)*

## Selected Clients



Kosice | Kyiv | London | Madrid | New York | Oslo | Stockholm | Tel Aviv | Warsaw | Washington, DC | Zurich

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