

# YOUR JOURNEY TO THE CLOUD

How the *Alvaria Cloud Platform™* Drives  
Flexibility, Scalability and Agility



**ALVARIA®**

# The Road Ahead is Defined by You

Contact center technology planning doesn't have to be full of twists and turns. Yet, organizations who want to take advantage of the flexibility and scalability of the cloud often find it difficult to define a clear migration path to get there. Leadership often feels like they need to sacrifice control and mold their operations around their cloud contact center solution.

At Alvaria, we believe you deserve better. The spirit of the cloud is flexibility, and as such, we believe your migration to the cloud should be on your terms, when you're ready, and with your specific requirements in mind. A one-size-fits-all CCaaS solution doesn't work for most enterprises, so we built our cloud contact center offering, The Alvaria Cloud Platform™ to adapt to the needs of each individual contact center, ensuring that your needs are met today and tomorrow. With the Alvaria Cloud Platform, you can deploy one or multiple best-of-breed applications, with your choice of cloud service provider. We also offer hybrid deployment options, because sometimes it makes sense to keep a mix of applications in separate cloud or on-premises environments.

We've helped many customers with their transition to the cloud on their terms and timing, and we can help you too. With migration tools giving you the ability to move data from existing Alvaria on-premises solutions, and knowledgeable professional services staff that makes sure your transition is as smooth as possible, we'll be with you every step of the way. Alvaria makes sure that your journey to the cloud ends with a solution that is tailored to your business, and ultimately supports your goals today while giving you the agility to adapt tomorrow.



# Your Cloud, Your Way

Your journey to the cloud begins with choosing a cloud service provider, and with the Alvaria Cloud Platform™, it's your choice to deploy in Amazon Web Services (AWS), Microsoft Azure, or a hybrid mix. Contact centers can take advantage of the cost efficiencies associated with a multitenant architecture or choose a single tenant architecture, used exclusively for your business. The Alvaria Cloud Platform also offers a rich set of APIs, SDKs and connectors to ensure that it integrates seamlessly with third-party systems and allows you to control the movement of your data and customize the UX for both staff and customers.

We understand that each organization and contact center moves at its own pace, which is why we offer modular contact management and workforce optimization applications that can be purchased together or separately to ensure the applications you chose fit your specific contact center needs. Best of all, because they are available to deploy on the same platform, they work seamlessly together with common security, provisioning, administration, UI/UX and reporting functions.

# Everything You Need for Today

The Alvaria Cloud Platform™ cloud contact center solution is equipped with best-of-breed omnichannel contact management and workforce optimization applications and all the capabilities you need today to maintain a modern contact center that delivers remarkable customer experiences. Additionally, take advantage of:



## Scalability

Scale from 250 to thousands of agents and add more as your needs change.



## High Availability

You can depend on Alvaria's cloud contact center when you need it most, which is backed by an industry-leading 99.999% SLA.



## OpEx Cost Structure

With the Alvaria Cloud Platform, you can plan for consistent payments that are spread across the term of your contract.



## Security

Protecting sensitive customer information is paramount. Data security is one of Alvaria's top priorities, and we have designed our solutions to maintain data privacy by default.



## Accessibility

For contact center staff that work from home, or in the event of an outage or disaster, ensuring that employees can access the contact center software and tools they need is critical. The Alvaria Cloud Platform is completely browser-based, allowing all staff to access it from any device and any location.



## Cloud Platform

Expense	
Contact Center Software	<input checked="" type="checkbox"/> Subscription — Usage
Contact Center Hardware	<input checked="" type="checkbox"/> Included
Servers/OS	<input checked="" type="checkbox"/> Included
Annual Maintenance/Support	<input checked="" type="checkbox"/> Included
Professional Services	<input checked="" type="checkbox"/> Upfront
Facilities, Power, AC	<input checked="" type="checkbox"/> Included
IT Staff Support	<input checked="" type="checkbox"/> Minimal
Downtime	<input checked="" type="checkbox"/> Lower Risk

# More Features, Less Effort

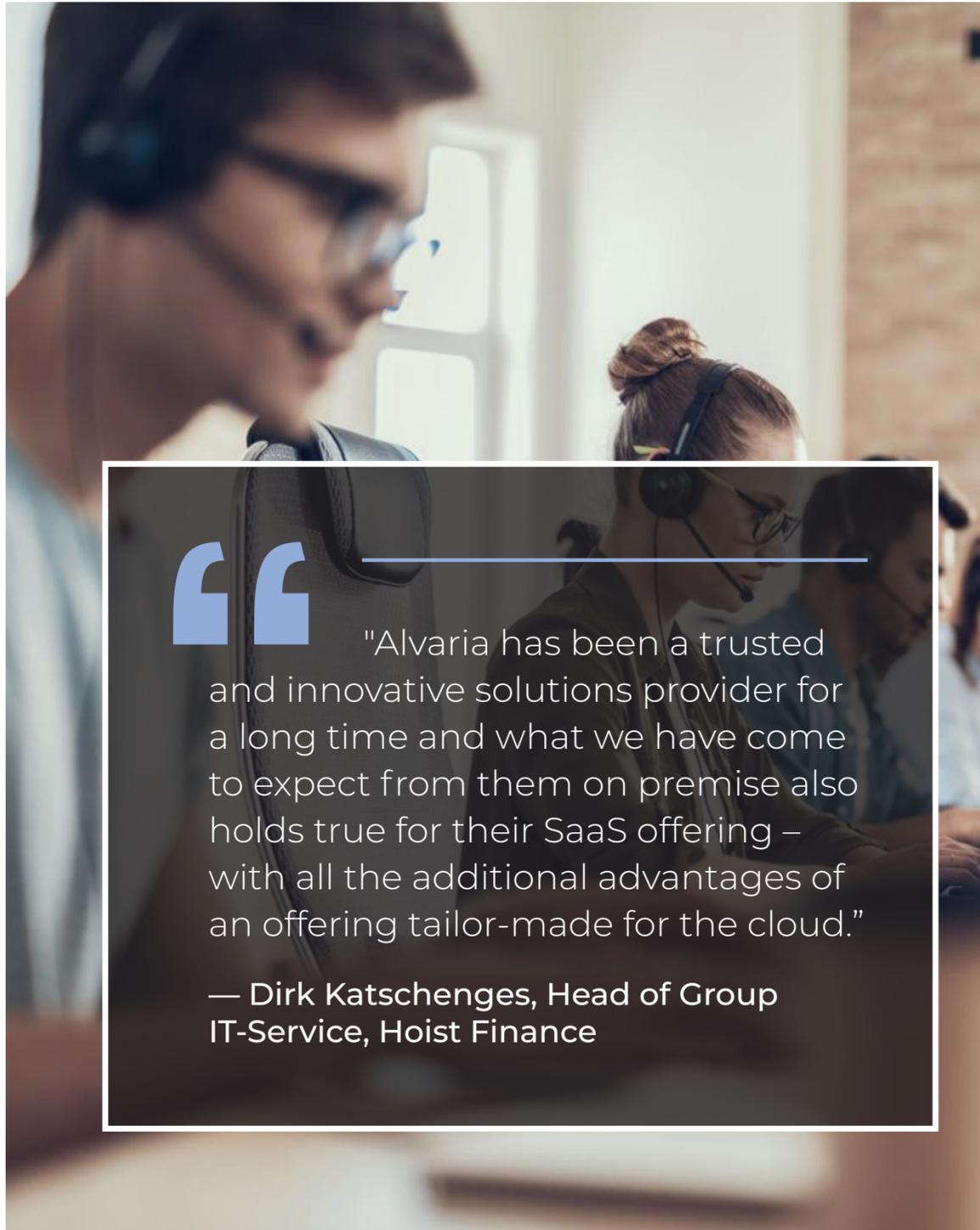
The cloud in general gives you the ability to be agile and quickly respond to changing dynamics, but with the Alvaria Cloud Platform™ you get so much more. With a regular cadence of releases included in your subscription, you'll always have the latest enhancements, new features, APIs and security updates. Our SaaS architecture takes care of the IT heavy-lifting, freeing your IT and business teams to think about what's really important, like proactive customer contact and delivering high-quality and personalized service to customers .

# Disaster Recovery and Business Continuity

The Alvaria Cloud Platform™ is resilient and allows you to respond to disasters and outages quickly with minimal disruption to your customers. It is deployed in multiple availability zones, giving you assurance that if a disaster strikes, operations will continue with little, if any, disruption. Best of all, calls in process won't be dropped, and customers in-queue will continue to be able to reach agents. Additionally, deploying cloud contact center capabilities from Alvaria gives you a business continuity plan by default, since it can be accessed from anywhere through a web browser.

COVID-19 tested many organizations and contact centers and forced them to implement business continuity plans to respond to the pandemic. Alvaria's cloud contact center solution helped countless organizations seamlessly move agents to work-from-home, while arming managers with the tools they needed to manage a home workforce. With the ability to monitor and assist agents remotely, manage their workforces with flexible scheduling tools, and deploy industry-leading self-service channels, organizations using the Alvaria Cloud Platform had the agility to quickly adapt to the pandemic. Even during the crisis, these companies continued to provide world-class service to their customers.

# CASE STUDY | Improve Operational Effectiveness



Since the transition to the Alvaria Cloud Platform™, Hoist's operational effectiveness has improved significantly. The dialer has strongly impacted the outbound KPIs. The number of outbound calls has increased by 45% with the attempt/agent rate growing 5.5 times. Thanks to automated recognition of voicemail and busy lines, the percentage of calls handled has also increased to a contact rate between 5-10%. Thus, agents spend more time talking to customers; talk time is up to 40-70% (from 25-37%). With the increase of outbound activity, the volume of inbound calls handled over Alvaria Cloud has also increased significantly by approximately 25%.

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"Alvaria has been a trusted and innovative solutions provider for a long time and what we have come to expect from them on premise also holds true for their SaaS offering – with all the additional advantages of an offering tailor-made for the cloud."

— Dirk Katschenges, Head of Group IT-Service, Hoist Finance

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“We were able to rapidly scale up and implement Alvaria Cloud, our cloud contact centre, to enable all our employees across all markets to work safely and securely from home. We can now support our customers in eleven countries and assist them with their queries during this difficult period, remaining in contact with them through our digital channels, and thanks to Alvaria Cloud, also through phone calls and SMS.”

— Connor Shaw, Head of Omni-Channel Centre of Excellence, Hoist Finance

# Keep Customer Data Secure

Data security isn't optional, a single breach can have vast consequences including lost business, lawsuits and more. Keeping your customer data secure in the cloud isn't a nice-to-have, so we built the Alvaria Cloud Platform™ to be keep information private and secure by design. That's why we partnered with the leading cloud service providers, Amazon and Microsoft, who have vast cloud security expertise and are committed to keeping data secure in their cloud environments. In most cases, deploying in the public cloud is actually safer than deploying on-premises.

The Alvaria Cloud Platform is SOC2 certified. Security monitoring is performed 24x7x365 using both internal resources as well as an external managed security service provider. Both data at rest and data in transit are encrypted, and agents can be prevented from hearing or seeing personally identifiable information. Customer data is segregated in production, and the Alvaria team conducts regular, proactive vulnerability scanning to keep your data safe.

# Aligning the Business Around Customer Experiences

Organizations that excel at delivering outstanding customer experiences have one thing in common—they rally all parts of the business around the customer experience. They make sure that each employee is working toward a common goal of supporting customers, and that every system and process is aligned to support them. The contact center is central to driving customer loyalty, making it critical to ensure that your people, processes, and systems are working together efficiently to service your customers.

In order to guarantee that the Alvaria Cloud Platform™ operates harmoniously with additional enterprise applications, Alvaria built a rich set of connectors and APIs to support enterprise data and business system integrations, including third-party applications and CRM systems. Data can be exported, accessed through APIs or retrieved through a common data platform that is similar to a data lake, offering you greater insights and visibility. Robust and customizable reporting capabilities also allow managers to monitor real-time and historical data directly in the system.



# Proven, Award-Winning Contact Center Software in the Cloud

Organizations across the globe are quickly moving to SaaS-based models for application software wherever feasible due to the many benefits realized for their organizations. Alvaria understands that companies have unique requirements for deployability and migration, driven by security, privacy, regulatory and other internal factors. A cookie-cutter approach simply does not work for these companies. That's why Alvaria is leading the contact center software market with our cloud-neutral approach to best-of-breed contact center application deployment.

The Alvaria Cloud Platform™ is a flexible cloud customer and workforce engagement solution that gives you the agility to evolve and scale your contact center as business needs demand. Based entirely on our proven contact management and workforce optimization product portfolio, the Alvaria Cloud Platform and application suite brings those same best-of-breed contact center and workforce productivity capabilities to the cloud.



# Your Journey to the Cloud Starts Here

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When you're ready to migrate to the cloud, we're here to help. Contact us today for a personalized introduction and demonstration of the Alvaria Cloud Platform™.

1-888-547-2481

[Request a Demo](#)