WOLTERS KLUWER

Wolters Kluwer is a global company that offers specialized information, software, and services to professionals in sectors such as Healthcare, Tax & Accounting, and Legal & Regulatory. The company focuses on providing solutions that integrate deep domain knowledge with advanced technology to support critical decision-making. Serving customers in over 180 countries, Wolters Kluwer aims to enhance efficiency and outcomes for professionals across various industries.

CHALLENGES

- Wolters Kluwer was reaching end of life with their existing on-premise CCaaS platform, sparking the urgency to implement next-gen marketplace capabilities across AI & digital channels (social, SMS, etc.), routing, self-service, and automation.

- Wolters Kluwer identified large operational transformation opportunities including the alignment of support centers towards revenue and company strategy while reducing costs. This transformation could be better facilitated by a cloud-based platform.

- The existing on-premise system was not able to keep up with the backlog of demand for new features and products, which the cloud CCaaS platform could support.

Reference

NICOLE BOSSERT
VICE PRESIDENT, GLOBAL
WORKPLACE TECHNOLOGY
Wolters Kluwer

OBJECTIVES

Wolters Kluwer's goal was to establish a digital and AI foundation for global support that adapts as digital and customer experience strategies evolve. Additionally, Wolters Kluwer aimed to implement existing backlog of new features and products to expand self-service capabilities.

SOLUTIONS

Moving from an on-premise CCaaS platform to the cloud, CXponent identified areas of self-service expansion for Wolters Kluwer, including the leverage of AI for better resource guidance & empathy, and capturing first-party data for deeper patient understanding. Additionally, the transition to a cloud-based solution was expected to provide next-gen marketplace capabilities across digital channels, routing, self-service, and automation.

Genesys provided an increase of labor efficiency, enhanced self-service capabilities, and improved service level agreements (SLAs) for response time & resolution. The platform has provided mature QA capabilities that were expected to increase QA evaluations by at least 200-300% with tuned sentiment analysis.

BENEFITS

Cloud Migration and Vendor Expertise
CXponent's deep experience in architecting and enabling strategic vendor partnerships helped Wolters Kluwer navigate the complexities of transitioning to a cloud-based system.

Change Management and Business Enablement
CXponent provided a structured approach to change management, tailored communications, and adoption support across Wolters Kluwer's organization, enabling a smooth transition to the new Genesys platform.

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