

# From Legacy to Cloud Contact Centre:

How a premier logistics powerhouse soared to cloud across **110+ countries in 3 weeks!**

**InstaCC™**

The customer is an integrated logistics company with around 14000+ customer service agents distributed across 200+ locations. Their quest for a seamless omnichannel communication customer service, combined with global cloud technology and that offers flexibility, led the customer to choose WebexCC powered by Tata Communications InstaCC™.

Our solution bridged 110+ countries (200+ locations) with backhaul connectivity, integrated seamlessly with CRM, and slashed time-to-market by 60%. With pioneering features and an 80% boost in call handling, it didn't just revamp operations — it transformed its customer experience, elevating satisfaction by a staggering 48%.

**Dive in to discover this remarkable story.**

Business Challenges

Legacy Contact Centre Solution

Limited Scalability

Extended Time to Market

Restricted Working Options (Agents)

Multiple Vendor Partnership

High Operating Costs

Fixed Licensing Model

Revolutionizing CX with WebexCC powered by Tata Communications InstaCC™

Tata Communications InstaCC™ is a next-gen connected experience platform that streamlines agent-customer interactions with customizable deployments and seamless in-house integrations with a range of public, private and hybrid cloud offerings to give a 360° view of customer interactions for businesses. WebexCC powered by Tata Communications is a pure cloud-based unified, omnichannel contact centre solution within the InstaCC™ portfolio that uses a blend of automated and human interactions to provide enhanced customer and agent experiences.

