



**Welcome to a New Form of CX Partnership**

## **CASE STUDY**

**BROTHER INTERNATIONAL PRINTING**

**MANAGING THROUGH A SUDDEN END OF LIFE SITUATION OF A CRITICAL PIECE OF  
TECHNOLOGY THAT SERVICES YOUR CLIENT**

## The Challenge: The Client's Current Vendor Announced They Were Leaving the Market & Gave the Client Only 6-Months to Find a New Solution.

A global business machinery company was growing increasingly frustrated with the limitations of its existing phone service provider and engaged CX Consulting Partners for a tailored solution. We responded by integrating Hosted VoIP and MPLS to meet immediate needs.

However, a more urgent challenge soon emerged: the client's hosted call center provider abruptly discontinued service. With no prior experience managing a contact center migration—let alone one requiring the integration of a complex network architecture—the client was unsure how to evaluate next-generation solutions or design a scalable, secure infrastructure.



At this critical juncture, they again turned to CX Consulting Partners for guidance as their trusted technical advisor.

## The Solution: Provide Strategic Direction And A Structured Buying Process

CX Consulting Partners took full ownership of the initiative, managing the end-to-end deployment of a new cloud contact center solution. The project began with a strategic current-state analysis, supported by in-depth discovery workshops that explored both business goals and technical requirements.

Based on this insight, we crafted a customized RFP that clearly defined functional and operational expectations. The RFP was issued to eight leading vendors, and following a detailed review process, we delivered a final recommendation and guided the client in selecting the optimal platform. This phase demanded careful analysis due to wide variations in provider offerings, infrastructure models, and hidden constraints.

To support the new solution, we also designed and implemented a dual-carrier MPLS network—ensuring high availability, security, and performance. The chosen CCaaS platform enabled remote work, improved cost control, and added flexibility for project execution.

CX Consulting Partners oversaw all aspects of implementation, which included:

- A comprehensive project management plan
- Weekly status calls and stakeholder alignment

- Integration with Oracle services
- Collaboration with internal IT teams
- Business process outsourcing support
- Deployment of enterprise-grade security features, including intrusion detection and prevention

## The Results: A Secure & Redundant CCaaS Solution With 3 Data Center For Internal and BPO Support

CX Consulting Partners successfully transitioned the client from a legacy, vendor-dependent infrastructure to a modern, cloud-native contact center platform—completing the project in just six months and delivering **annual savings of \$400,000**.

But the benefits extended far beyond cost reduction. The new solution modernized the client's entire customer engagement model and laid the foundation for ongoing innovation and scalability.



Key outcomes included:

- A fully integrated, adaptive network security infrastructure
- Centralized management of three regional data centers
- Streamlined access to 12 months of carrier-level logs
- A significant reduction in IT overhead, freeing internal teams to focus on customer experience

Ultimately, CX Consulting Partners delivered a resilient, future-proofed infrastructure that aligned with the client's strategic vision — empowering them to move beyond legacy limitations and embrace a modern, agile service model built for long-term success.

## About Us: CX CONSULTING PARTNERS

### Welcome to a New Form of CX Partnership

Our client-first and vendor-neutral approach is evolving the way companies procure technology services. Partnering with us allows your team to focus on the business, while we deal with the noise and distractions of the vendors' sales pitches. This allows you to only engage with vendors that can impact your business goals & save you months of aggravation.

***We do not represent a vendor; we partner with you.***

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