

Voxai Solutions

Shifting the Paradigm to Managed/Cloud Contact Center Services

Voxai Solutions is a rapidly growing company that partners with customers to Manage, Transform, and Enhance customer and employee engagement platforms to enable great customer experiences and improved business results. Founded over 11 years ago, by Sunil Rudraraju, CEO, a career contact center consultant, Voxai provides Genesys contact center technology consulting expertise focused on improving the customer experience. Rudraraju's vision for providing services differed from existing providers because he invested the time to build highly available applications for customers that required less maintenance over time. Rudraraju also saw that most service organizations were focused on short term projects and revenue versus providing true, long-term value to the customer. By building long-term partnerships with customers and providing true value, Voxai has grown to over 100 employees in the last ten years, and their customer list includes many Fortune 500 companies.

“Voxai offers managed services to those Genesys customers who want to focus on their core business”

Over the past 11 years, Sunil has witnessed a marked change in how CIO's manage the myriad of technologies and applications utilized by contact centers.

Previously, everything from hardware, software, applications and networks were managed in-house. Coordinating and managing various manufacturer patches, upgrades, and of course keeping up with the ever changing requirements of the business user is a significant and labor intensive challenge. Additionally, CIO's struggled to find and retain competent resources to support the increasingly complex technologies. But things are changing. Now it is becoming increasingly common for CIO's to outsource the management of their contact centers to specialized managed service companies, or leverage cloud solutions, allowing them to focus on supporting their core business.

Voxai provides managed contact center services to some of the largest companies in the US today. These companies rely on their contact centers as a critical lifeline to their customers and so the relationship with Voxai is also critical. Rudraraju states, "Our managed service practice goes beyond the typical support arrangement to provide the expertise and experience to fully monitor and manage everything from the platform hardware, software and O/S, to network elements to the applications. Voxai maintains 7x24x365 Network Operations Centers (NOCs) and provides full contact center system monitoring and management to many Fortune 500 customers. Voxai offers managed services to those Genesys customers who want to focus on their core business." Voxai offers Platform Management which includes monitoring and daily health checks, Service Management to cover needs such as upgrades and hot fixes, and Business Management for end-user support and



Sunil Rudraraju

application changes. The combination of these services ensures a highly functional contact center environment to support customer business objectives.

Voxai's new offering, vInteract, is a private cloud solution that is a natural evolution of their managed service practice. Customers are searching for contact center solutions that deliver the functionality they require without the accompanying management challenges. vInteract will provide customers a customized contact center solution built to their specific needs and delivered from the cloud in a capacity that they need. A key differentiator is vInteract will be a private cloud i.e. resources will not be shared to ensure performance, availability and data security. Contact centers who handle sensitive customer information or who need availability to their customers don't have to worry about data breaches or outages. So, customer's get the benefit of a contact center built specifically for them without the management headache—allowing them to focus on their core business.

The future looks bright for Voxai and their customers as they continue to do what they have always done in the past—focus on long-term partnerships while providing high quality, customer service. **CR**