

A CLOUD-NATIVE SOLUTION

Not all clouds are created equal.



Executive Summary

We are a cloud-native solution with a multi-tenant microservices architecture. CCXP is purposely built for the business while leveraging a cloud-native architecture for rapid access and a reduced burden on IT.

Not all Clouds are equal

Cloud-enabled platforms are designed to be deployed in traditional data centres. Many of these platforms have retrofitted hardware based on legacy systems and sold as "cloud", but in reality they are only an imitation and fall short. These platforms are still restricted to premise-based connections.

Cloud-native solutions are designed and built to work in a connected, online contact centre world. They deliver more efficient and lower cost, web-centric capabilities that enable call centres to improve customer engagement and service, scalability, and endless customisation.

To win in the modern world, the best tool available is technology that is continuously updated, accessed virtually, and seamlessly interconnected. That functionality only exists with cloud-native.

Microservices Architecture

Microservices architecture refers to software solutions that connect many independently deployable services, called "microservices", that are each responsible for running a unique process. These might be services such as queueing, monitoring, AI, file storage, and integration APIs.

Legacy "hosted" platforms have been built using a monolithic architectural style. This architecture penalises innovation and limits modifications by requiring developers to build and deploying entirely new versions. This style of platform results in downtime, testing complexity, and other inefficiencies.

Microservices scale quickly and adapt to public, private and hybrid cloud deployment. Efficiency translates into lower cost to operate, giving you more benefit for less expense.

How it helps you

The right cloud system has the potential to transform the way you do business.

- Eliminate time-consuming maintenance regimes, and use your tech leaders in a way that allows them to think strategically and solve business-critical challenges.
- Encourage innovation through low-risk, low-cost cloud solutions
- Generate savings by reducing the investments in data centre housing, servers, maintenance, and updates.

With a cloud-native solution, there is no longer a need for long-term contracts with minimum spending limits. Get to what you need faster by bypassing the enterprise-heavy sales process and deploy in a matter of days, not months.

Whether you choose a cloud-native public, private or hybrid approach to deployment, you can leverage any existing investments in infrastructure, utilise your team's expertise, and meet sticky security requirements related to access and storage.

By migrating to a cloud-native microservices-based platform, you eliminate the pain of downtime and risks involved with new spinning up the servers and more.

Discover how cloud-native, omnichannel solutions can empower organisations like yours.

Key benefits

- Continuously adaptive
- Constant innovation
- Always current
- Cost savings
- Scale efficiently
- Customise at the speed of business
- Reliable failover

