GLOBAL SAAS PROVIDER

Rapid Legacy Migration to Amazon Connect in Just 3 Months

How a financial SaaS provider moved 250+ advisors across two business units off a failing legacy vendor onto AWS-native contact centre, weeks early.

THE CHALLENGE

- Legacy vendor's Salesforce integration was unreliable and causing data loss
- Hard contract deadline with the incumbent provider leaving zero margin for delay
- Two separate global business units each with distinct routing and compliance requirements
- Over 250 contact centre advisors needed to be migrated and retrained
- 80,000 monthly call minutes could not tolerate any service interruption

THE SOLUTION

- Designed a unified Amazon Connect architecture serving both business units
- Integrated Salesforce Service Cloud Voice for seamless CRM and telephony fusion
- Built custom routing logic to handle distinct compliance requirements per business unit
- Deployed Amazon Connect Contact Lens for real-time sentiment analysis and QA
- Executed the full migration 3 weeks ahead of the critical deadline

3 Months
MIGRATION TIMELINE
Completed 3 weeks ahead of the hard contract deadline

250+
CONTACT CENTRE ADVISORS
Migrated and retrained across two global business units

80k
MONTHLY CALL MINUTES
Zero service interruption during the transition

KEY TAKEAWAY

When the stakes are high and the deadline is immovable, execution speed and engineering rigour become the only things that matter. This project demonstrated that a 3-month migration across two global business units isn't just possible — it can be delivered ahead of schedule when the right partner takes the lead.

Technology Stack: Amazon Connect · Salesforce Service Cloud Voice · Amazon Contact Lens · AWS Lambda · Amazon EventBridge · AWS CloudFormation

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