NEOVANCE

Executing a Time-Critical Cloud Divestiture with Zero Disruption

Migrating 1,200 agents to AWS in just 4 months to beat severe deadline penalties, while setting the stage for AI-driven patient assistance and achieving a 25% reduction in operating costs.

THE CHALLENGE

- Hard 4-month deadline imposed by parent company divestiture with no extensions possible
- Entire IT services estate—including contact centre—needed to be replaced from scratch
- Failure to meet the deadline would trigger severe operational disruption and financial penalties
- 1,200 agents across multiple programmes and business lines to migrate simultaneously
- Complex regulatory requirements for patient data handling in a clinical research environment

THE SOLUTION

- Stood up an entirely new AWS cloud estate from zero in under 4 months
- Deployed Amazon Connect with custom IVR flows for multiple distinct patient programmes
- Built bespoke agent portals integrated with the client's Engagement Platform (CRM)
- Deployed Apollo by CloudInteract for AI-powered call analytics and quality management
- Transitioned the client onto CloudInteract Managed Services for ongoing 24/5 support

4 Months
CLOUD MIGRATION TIMELINE
From zero AWS footprint to full production under extreme time pressure

1,200
AGENTS SUCCESSFULLY MIGRATED
Across multiple patient assistance programmes and business lines

25%
OPERATING COSTS REDUCED
Through consumption-based pricing and intelligent automation

KEY TAKEAWAY

Building an entire AWS estate from zero and migrating 1,200 agents in just 4 months is the kind of challenge that separates a technology vendor from a true delivery partner. This project set the foundation for an ongoing strategic relationship — from crisis migration to managed services to AI innovation.

Technology Stack: Amazon Connect · Apollo by CloudInteract · Amazon Lex · Amazon Contact Lens · Amazon QuickSight · AWS Lambda · Amazon DynamoDB · AWS CloudFormation

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