

# Facilitating End-User Efficiency with Compliant Cloud-Based Contact Centers

Federal organizations need to provide quality help desk experiences for their end users to minimize downtime and support the mission. With the right partner, secure cloud-based contact centers can provide the resilience, rapid scaling, automation and the seamless experience these organizations need.



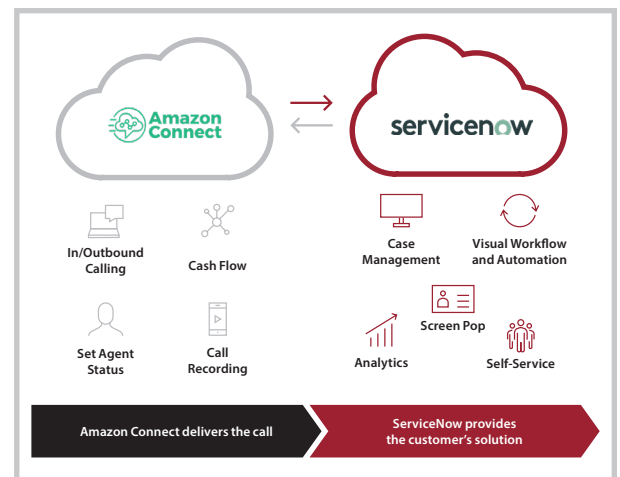
## CHALLENGE

A Federally Funded Research and Development Center (FFRDC) that supports advanced technologies to meet critical national security needs was struggling with their existing help desk provider, particularly with issue resolution and clear, responsive communication with end users. Customer experience, end user satisfaction and lack of confidence were significant barriers to the IT team's ability to centralize delivery using a shared services model. The incumbent managed services provider had been engaged for over 10 years and incident resolution times were causing delays. As a result, shadow IT was expanding rampantly. The FFRDC reached out to Red River to take a fresh approach that could improve the overall experience.



## SOLUTION

Because of Red River's extensive experience supporting federal agencies, the team was able to create a plan across people, processes and tools that provided a more rigorous governance strategy for success. Red River performed a thorough capability assessment of the contact center. The scope of services included standing up a Level 1 Technical Service Desk (TSD) in Chantilly, Virginia and providing Level 2 onsite field support at multiple facilities requiring security clearances. Red River established a comprehensive low-risk transition plan for these services to ensure 100 percent operational readiness by the go-live date. Utilizing Amazon Connect, the Red River Managed Services team implemented a FEDRAMP-compliant contact center solution to provide 24x7x365 support as well as 12x5 onsite support at multiple locations for over 4,000 users.



## RESULTS

Red River's approach ensured the delivery of a secure cloud-based contact center solution and managed services that reduced operational risk and improved the overall end user experience. The team worked with IT leaders to document, optimize and enhance core processes eliminating single points of failure and removing log jams that were frustrating end users.

Red River identified, cleared, onboarded and trained 40+ resources and implemented the new contact center solution 30 days earlier than projected, delivering full operational readiness on day one of go-live. With a steady-state, stable service delivery model that consistently meets SLAs, the average resolution time for incidents has now decreased by 80% and satisfaction ratings among end users have dramatically improved.

## ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 25 years of experience and mission-critical expertise in AI, managed services, cybersecurity, modern infrastructure, collaboration and cloud solutions. Learn more at [redriver.com](http://redriver.com).