

Contact Center as a Service

Workshop Session June 10, 2026

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Business Need



All use cases on same platform

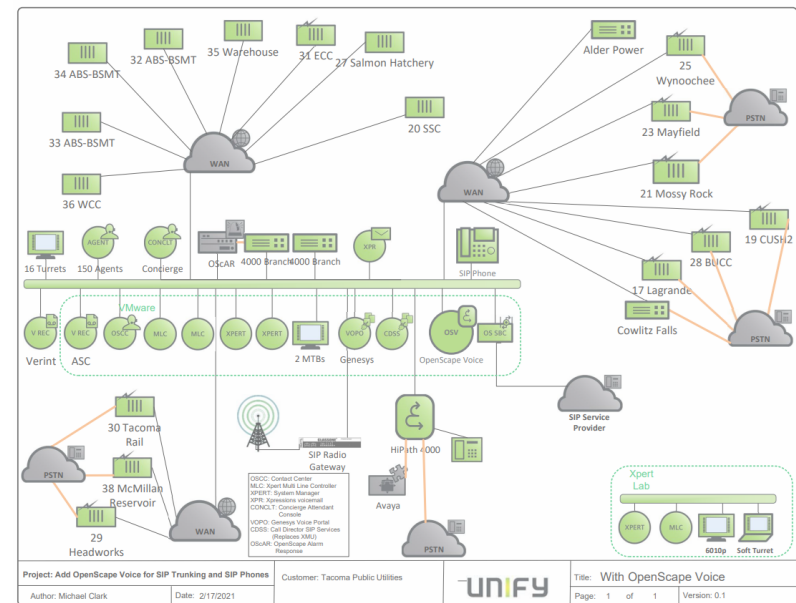
- Customer Contact
- Voice contact for Operations Teams
- General office worker needs
- Public safety communication

Current Platform

- Vendor supported, but legacy
- Not sufficiently flexible

Replacement Planning in 2024

- Hired eSource as Trusted Advisor
- Industry Scan
- Workshops to collect use case needs
- RFP Development for CCaaS and UCaaS



CCaaS = Contact Center as a Service

UCaaS = Unified Communications as a Service

Project Overview



Future-State Customer Engagement Platform

- Cloud-based Genesys Cloud CCaaS platform
- Modern IVR and intelligent routing
- Remote and hybrid agent support
- Call recording and quality management
- Enhanced analytics and reporting
- Integration with OMS, SAP and enterprise systems
- Improved resiliency and scalability
- Foundation for future AI-enabled engagement

Customer Experience

- Faster and more consistent interactions
- Improved call routing and resolution
- Better operational visibility
- Support future digital channels

What This Modernization Is NOT

- Not replacing Microsoft Teams
- Not a full enterprise telephony replacement
- Focused primarily on contact center modernization

Vendor Selection Process



2024

- Use case development with trusted advisor
- Requirements identification
- Draft RFP

2025

- Published RFP
- RFP scoring, demos and reference checks

2026

- Contract negotiations in progress
- MSA, SOW & Software agreement

Vendor Qualifications



Genesys Cloud by the Numbers

A Leader

Positioned highest in "Ability to Execute" according to 2024 Gartner® Magic Quadrant™ for CCaaS

6,000+

Organizations, in over 100 countries, trust Genesys Cloud

99.999%

Uptime, the most reliable CX solution on the market

406+

New features deployed in 2024

45M

Conversations hosted daily

500+

Ecosystem apps and prebuilt integrations, including Salesforce, Microsoft, and Zoom

1,700,000+

Agents on the platform



Integrator (vendor)	Proposed Solution	Score
Voxai	Genesys	77.6
Connex	Genesys	66.7
Inoria CallTower	Genesys	64.6
Lumen	Genesys	63.7
i3 Verticals	Amazon	62.4
Cerium Networks (Genesys Cloud)	Genesys	61.6
World Wide Technology	Cisco/Webex	59.5
Mitel (Unify)	Mitel CX (MCX)	59.2
ConnX	Webex/Cisco	58.2
Presidio	Five9/Verint	54.9
SPAR	Verint	50.6
TTEC	TTEC Digital/Amazon	50.1
Total Communications Solutions (TCS)	Zoom	48
DecisiveEdge (NICE)	CXOne/NICE	47
Centucom (Goto Communications)	GoToConnect	36.6
RingCentral	RingEX/RingCX	35.6
FirstFire	Zoom	35.3
Continuant	Continuant Connect	31.9
CTI (GoTo Communications)	GoToConnect	30.6
Grupo NGN	NGNCloudComm	22.3

Contract total: \$ 2,370,936

Questions

