



Major Healthcare Organization

Automated insight-driven solutions

CASE STUDY

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A mission-critical contact center was needed by a major healthcare organization to modernize its communications platform without disrupting patient services. To reduce risk and accelerate its move from an on-premises Avaya contact center platform to Genesys Cloud CX, the company sought tooling to help.

They replaced a traditionally slow, manual migration process with an automated, insight-driven approach combining discovery, analytics, and structured extraction.

The challenge

The organization's Avaya CC environment had evolved into a highly complex ecosystem, built on years of layered customization and vector-based routing logic. Visibility into actual usage was limited, making it difficult to distinguish critical flows from redundant ones.

Manual discovery and mapping were estimated to take 28 weeks and carried significant risk. Even minor errors in documenting routing logic could lead to extended roll out times and future service disruption – unacceptable in a healthcare setting. The organization needed a faster, more accurate approach that would not carry legacy inefficiencies into the cloud.

The solution

- Virsae delivered an automated, data-led migration strategy.
- Automated discovery extracted full configuration data, including complex vectors and routing logic, and translated it into structured datasets and clear visual call flows. This significantly accelerated understanding of the environment while improving accuracy.
- Usage-led analytics then provided insight into real operational behavior, including volumes, concurrency, and agent utilization.
- As a result, the organization was able to eliminate redundant logic and design a cleaner, right-sized target architecture.
- Finally, the solution generated structured outputs – including Excel datasets and Visio diagrams – and blueprint documentation to support direct configuration in Genesys Cloud CX. This streamlined the rebuild of routing logic and minimized deployment risk.



Deployment

Platform deployed in **less than a week**



Completion

Automated discovery completed in **less than 4 weeks**



Extraction

Extracted Avaya Vectors into Microsoft Excel and Visio diagrams



Migration

Migration time reduced from 28 weeks to **8 weeks**

The value

The results were immediate. The migration, initially estimated at 28 weeks, was completed in just eight weeks. The platform was deployed in under a week, with automated discovery completed within four weeks.

Automation significantly reduced risk by eliminating manual errors and providing validated, visualized call flows.

At the same time, the organization improved operational efficiency by removing unnecessary complexity and aligning the new environment to real usage.

The result was a leaner, more scalable contact center, with optimized licensing and a strong foundation for future innovation.

Summary

The company was able to transform a complex, high-risk migration into a fast, controlled, and insight-led process - modernizing with confidence and leaving legacy inefficiencies behind.

Now there's nothing standing in the way of flawless enterprise communication.

About Virsae

Virsae Service Management (VSM) is the category defining XCaaS analytics platform used by organizations around the world to optimize enterprise communications systems. VSM simplifies the management of complex unified communications (UC) and contact center environments, empowering customers and partners with unrivaled insight and visibility to minimize risk, manage cost, and perform at their best. With thousands of customer sites around the globe, and billions of interactions powering our insights, VSM's data-to-action model brings new clarity to service management.

Let's Get Started

Learn how VSM Everywhere's full stack AI-powered diagnostics extract and analyze critical performance and inventory data from 'unmanaged' WFH agent workstations and environments to support flawless enterprise communications.

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