

# Cloud Deployment, Adoption, & Retention

Enable business customers of one of the largest global technology and software development companies to onboard, adopt, and utilize their cloud services.

## At a glance

The client required outsourced solution to help their medium, and large business customers onboard effectively, maximizing adoption, and utilization of the cloud offering. Providing long term value and customer retention.

## Key metrics

The project team delivered customized and innovative solutions that exceeded client expectations, leading to an extension of the project as an ongoing service.



Project team included - management & engagement team and 80 cloud, process, administration, configuration, and deployment engineers.



Multi-year engagement with service provided in multiple states across the United States.

## CHALLENGES

The Client's customers implementing the cloud service faced challenges with deployment, often having to start over multiple times, costing them time and money. This led to a lack of understanding and improper deployment, resulting in low adoption rates and reduced long-term retention.

## SOLUTIONS

The solution included a team of managers, cloud engineers, process engineers, administration, configuration, and deployment engineers across two locations in Texas and North Carolina.



**Hiring & Interviewing Resources**



**Team Management & Training**



**Product Launch & Process Roll-out Training**



**Performance Management & Day to Day Operations**



**Monitor Performance to the Client QA Framework**



**Reporting & Service Scorecard Management**

## BENEFITS

1

Accelerated Usage and Adoption Rates

2

Reduction in Support Cases and Improved Customer Satisfaction Scores

3

Increased Long Retention and Training Support