



inContact speeds its migration to AWS with enhanced application mapping



 **120+** Fortune 500 company clients

 **200,000+** customer service agents

 **Faster** AWS migrations

BUSINESS CHALLENGE

inContact's cloud contact center software supports over 200,000 customer service agents employed globally by more than 120 Fortune 500/Global 2000 companies, and by government agencies in the U.S. These organizations rely on inContact for always-on availability and fast performance to deliver exceptional customer service experiences. As part of the data transformation project, inContact was looking to provide more flexibility but at a lower cost for their IT infrastructure.

BMC SOLUTION

inContact decided to migrate their existing compute clusters that supported their application infrastructure. In order to do so, they need a way to baseline their application components and the application's corresponding relationships. BMC Discovery was used to perform inventory asset discovery, relationship mapping, and auto-population into CMDB of their application clusters that existed in their private cloud. All this information was used to ensure that the building of new clusters on Amazon EC2 were properly implemented. In addition, BMC Discovery was used to actively audit AWS environments to ensure compliance and operational readiness.

OUTCOMES

BMC Discovery provided a better baseline of application components and their relationships. This holistic map of applications allowed inContact to identify over 200 compute clusters that they wanted to move to AWS, prioritize them, and to rebuild the application clusters on Amazon EC2. The blueprint of the environment that BMC Discovery provided not only reduced the amount of implementation time but it also made sure that the AWS environment remained current during and following the migration project. BMC Discovery was also integrated into their change management process to support ongoing impact analysis. This led to key outcomes including staff productivity improvements, lower risks in AWS implementations, and reduction in IT infrastructure costs.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

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