



inContact speeds its migration to AWS with enhanced application mapping



 **120+** Fortune 500 company clients

 **200K+** 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 their data transformation project, inContact wanted to provide more flexibility at a lower cost for their IT infrastructure.

BMC SOLUTION

inContact decided to migrate their existing compute clusters that supported their application infrastructure, and needed a way to baseline their application components and the applications' corresponding relationships. **They used BMC Discovery to perform inventory asset discovery, relationship mapping, and auto-population into the CMDB of their application clusters that existed in their private cloud.** inContact used this information to ensure that the building of new clusters on Amazon EC2 were properly implemented. In addition, inContact used BMC Discovery to actively audit their 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 ensured that the AWS environment remained current during and following the migration project. inContact integrated BMC Discovery into their change management process to support ongoing impact analysis, which led to **key business outcomes, including improved productivity, lower risk for AWS implementations, and reduced IT infrastructure costs.**

LESSONS LEARNED

When migrating to the cloud, it is important to start slow and take a single use case and learn from that experience.

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