

## TRANSITIONING TO THE CLOUD

Software companies founded prior to the emergence of the cloud often need to thrive in a hybrid cloud/on-premise world. For support organisations, the transition to the cloud is challenging because legacy infrastructure, tools, processes and training models do not support the fast-paced challenges of supporting cloud Solutions.

It's also vital to manage the interdependency between the engineering/service organisation and the support organisation and this requires an aligned CX strategy centred on the customer.

Leveraging Aileen's substantial experience in leading support at scale in a hybrid model can help you accelerate your journey to delivering a world-class customer support experience.

### Typical Engagement

01

#### **Kick start.**

Getting to know you and your company, goals, financial models, CX accountabilities.

02

#### **Initial report.**

Outlining suggestions, recommendations, risks, concerns.

03

#### **Building a business case.**

Assistance in building a case for change.

04

#### **Executive presentation support.**

Obtaining buy in for the transformation plan.

05

#### **Execution.**

Supporting you and your team as you execute the plan.

- CX lifecycle design
- Incremental value
- Culture transformation
- Workforce strategy
- Monetisation strategies
- Cost efficiency programs



## About Aileen Allkins

**Helping you develop a continuous connection between your company's mission, its people, culture and customers.**

Aileen is an avid believer in the value of a differentiated customer experience and in her 30-year career has transformed the customer service and support experience of several

global software companies.

Aileen's award-winning approach is to help businesses develop a continuous connection between the company, its people, culture and customers. She is a strong advocate for the front-line teams who often interact with customers more than any other part of a business and therefore have a

significant impact on brand perception and customer loyalty.

In her global leadership positions Aileen has increased customer and employee satisfaction and achieved industry awards and recognition all within the typical cost pressures facing most customer service and support organisations.

✉ [Aileen@AileenAllkinsConsultancy.com](mailto:Aileen@AileenAllkinsConsultancy.com)

🔗 [AileenAllkinsConsultancy.com](https://AileenAllkinsConsultancy.com)

## Awards & Recognition

### European Contact Centre & Customer Service Awards

- Best Quality Management Team **2019**
- Best Employer – Great Place to Work **2019**
- Most Effective Customer Experience in Social Media **2018**
- Best Risk/Fraud Management Initiative **2018**

### Frost & Sullivan Customer Contact Awards

- Excellence in Artificial Intelligence **2019** **2018**
- Customer Analytics **2019** **2018**
- Social Care **2018**

### TSIA Star Awards

- Innovation in Support Services Automation **2019**
- Innovation in Leverage Analytics for Service Excellence **2019**
- Innovation in Expand Selling **2019** **2018**

### Customer Contact Week

- Best Training & Development Program **2019**

### National Diversity Council

- Top 50 Most Powerful Women in Technology **2019**