

Dynamic Duo: People's Choice Finalists

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BankVic with Cisco Partner Peak Insight

BankVic is a customer-owned Australian bank serving 120,000+ members—including police, healthcare workers, and emergency personnel—with trusted, member-first financial services tailored to community service professionals.

Challenges

BankVic’s outdated on-premises telephony and contact center systems limited scalability and flexibility, resulting in inefficiencies and inconsistent service. Employees struggled with schedule management and lacked real-time feedback, negatively impacting morale and productivity. These legacy systems also posed business continuity risks, especially during the Melbourne COVID-19 lockdowns, highlighting the urgent need for a resilient, cloud-based solution.

Partnering with Webex and Peak Insight

- Collaborated with Peak Insight to address challenges
- Deployed Webex Contact Center and Webex Calling for a unified, cloud-based platform
- Introduced advanced features:
 - Real-time analytics and AI-driven insights
 - Sentiment analysis
 - “Position Held in Queue” call-back option
 - Seamless Salesforce integration
- Enabled flexible, app-based schedule management for employees
- Provided immediate performance feedback tools

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Results

- Reduced average handle time (AHT)
- Increased first call resolution (FCR)
- Fewer abandoned calls during peak periods
- Higher customer satisfaction (CSAT) and net promoter scores (NPS)
- Improved service quality and faster member concern resolution
- Boosted employee morale, compliance, and productivity
- Enhanced business resilience and agility
- Delivering exceptional service to 120,000+ members



Bluebeam with Cisco Partner Bucher + Suter

Bluebeam is a software company serving the architecture, engineering, and construction (AEC) industries. Its flagship product, Bluebeam Revu, streamlines project workflows by enabling teams to create, edit, and collaborate on PDFs, improving productivity and communication worldwide.

Challenges

Bluebeam’s legacy on-premises systems caused inefficiencies and were difficult to manage as the company expanded across the US. The lack of an intuitive interface and limited scalability made it hard to keep up with security updates and evolving business needs. Bluebeam needed a trusted, agile platform for seamless cloud transition and improved customer service, which their previous technology and partner could not provide.

Partnering with Webex and Bucher + Suter

- Adopted Webex solutions with Bucher + Suter’s CTI integration between Salesforce and Webex Contact Center
- Seamless migration from on-premises to the cloud with zero downtime
- Enabled quick configuration and management of contact center workflows, operating hours, and queues
- Provided user-friendly management console for agents and help desk
- Scalable security updates and intuitive interface for enhanced support
- Bucher + Suter partnership enabled rapid innovation and effective operations

Watch Case Study

Results

- No downtime during cloud migration
- Noticeable improvement in customer satisfaction within 12 months
- Increased agent productivity and faster issue resolution
- Significant time savings for agents and customers
- Enhanced operational efficiency and agility as Bluebeam continues to grow
- Positioned for ongoing innovation and expansion



ConnectEast with Cisco Partner BroadSource

ConnectEast operates EastLink, a 39-kilometer tollway connecting Melbourne’s eastern suburbs to major freeways. Managing and maintaining this vital route, ConnectEast ensures seamless toll payments, reliable road access, and daily service for hundreds of thousands of motorists.

Challenges

ConnectEast’s outdated on-premises contact center technology limited scalability, digital engagement, and support for modern communication channels. Manual processes made it difficult to meet strict government KPIs and PCI DSS compliance, increasing the risk of non-compliance and audit failures. System outages and manual errors further threatened service reliability and regulatory standing.

Partnering with Webex and BroadSource

- Deployed Webex Contact Center and Webex Calling for a resilient, cloud-based omni-channel platform (voice, chat, email, SMS)
- Enabled seamless 24/7 communications for both customer service and the traffic control room
- Implemented BroadSource’s SecureCall integration for secure call and screen recording
- Streamlined PCI DSS compliance and reduced audit risk and complexity
- Leveraged Cisco AI Assistants and advanced analytics to automate processes and identify efficiency improvements

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Results

Consistently achieved strict government KPIs:

- 90% of calls answered within 20 seconds
- 99.9% of calls answered within 120 seconds

Maintained regulatory compliance while serving hundreds of thousands of motorists daily

Reduced audit complexity and compliance risk

Enhanced self-service and channel deflection across digital channels

Improved customer experience, operational resilience, and service reliability

Positioned ConnectEast for ongoing digital service leadership and transformation



Clerici with Cisco Partner Personal Data

Clerici is a leading distributor of plumbing, heating, and building materials, serving professionals across central and northern Italy through its network of 160 stores.

Challenges

Clerici’s outdated communication tools and fragmented systems could not scale with rapid growth from 4 to 160 stores, causing inefficiencies and slow decision-making. The lack of unified messaging, meetings, and call support limited mobility and made it difficult for regional managers and support teams to stay connected. These challenges also hindered internal training and negatively impacted both employee and customer experiences.

Partnering with Webex and Personal Data

- Collaborated with Personal Data to modernize communications during rapid expansion
- Implemented Cisco Webex solutions:
 1. Webex App for meetings and messaging
 2. Cisco on-premises calling
 3. Network of meeting rooms equipped with Room Bars and Room Bars Pro
- Unified internal communications and enabled seamless virtual training, local meetings, and remote work
- Personal Data played a key role in solution deployment and ongoing support

Watch the Vidcast

Results

Unified communications across 160 stores in Italy

Supported 1,500+ active phone numbers

Handled 300,000+ calls per month

Employees logged over 10,000 meeting minutes monthly via Webex

Enabled seamless virtual training and enhanced collaboration

Improved responsiveness and faster decision-making

Increased employee satisfaction and ensured business continuity

Scalable, location-independent communications infrastructure supports ongoing growth



OrthoCarolina with Cisco Partner Presidio

OrthoCarolina, headquartered in Charlotte, North Carolina, is a leading orthopedic practice with multiple locations. Its team serves thousands daily, dedicated to improving mobility and delivering innovative, patient-centered care.

Challenges

OrthoCarolina’s aging, fragmented communications infrastructure led to frequent dropped calls, inefficient transfers, and a disjointed patient experience. Outdated reporting tools, limited EPIC EHR integration, and manual workforce management further contributed to operational inefficiencies and high agent turnover. Scattered call handling across multiple platforms made scheduling and internal coordination challenging across locations.

Partnering with Webex and Personal Data

- Implemented Webex Calling and Webex Contact Center for a scalable, unified platform
- Streamlined call handling and internal transfers
- Enhanced reporting and real-time visibility
- Deployed Webex Workforce Optimization for advanced, automated workforce management
- Improved agent training, reduced turnover, and optimized scheduling
- Integrated Webex solutions with EPIC EHR system
- Added new digital channels (chatbots, SMS) for improved patient engagement and self-service
- Presidio ensured a smooth migration ahead of schedule

Results

- Unified platform now manages 100% of daily call volume (4,000+ calls per day)
- Significant reduction in dropped calls and seamless internal transfers
- Eliminated fragmentation between NICE CXone and Cisco CCX systems
- Optimized scheduling and agent training reduced turnover rates
- Enhanced patient experience and faster issue resolution
- Robust EPIC integration and digital channels support higher patient satisfaction and engagement

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