

UJET: The Business Case for Contact Center Transformation

Don't Just Manage Costs, Drive Business Value

The contact center is no longer just a cost center—it's a strategic asset that generates tangible business value. A significant performance gap is emerging, so how can you build a compelling business case and demonstrate a clear Return on Investment (ROI) to financial buyers?

Why Is It Hard to Get Funding for Contact Center Innovation?

Financial leaders are primarily concerned with Total Cost of Ownership (TCO), quantifiable ROI, and financial predictability. This creates a disconnect where they question how operational metrics like First Contact Resolution (FCR) and Average Handle Time (AHT) translate into financial gains.

Essentially, a CFO sees three main financial obstacles to contact center transformation:

- **Legacy Technology Debt:** Upgrading on-premise systems is expensive and unpredictable, making financial buyers hesitant to invest.
- **Hidden Costs & Unpredictable Pricing:** Complicated pricing models with hidden fees for API calls or usage-based charges make it difficult to forecast budgets.
- **Vendor Lock-In & Inflexibility:** Financial leaders seek solutions that can seamlessly integrate with their existing technology and leverage current cloud spend to maximize value.

The Financial Case for a Modern CCaaS Platform

Migrating to a modern, cloud-based Contact Center as a Service (CCaaS) platform unlocks significant business value.

Here are the key financial benefits of contact center transformation:

- **Rapid ROI:** Many companies see a remarkable ROI, with some achieving a 400% ROI in 18 months.
- **Reduced Costs:** Operational costs can be reduced by 30-50%, and the cost per contact can decrease by \$2-\$8.
- **Increased Revenue:** Enterprise-level businesses have reported an annual revenue increase of \$2-\$5 million.
- **Lower TCO:** The TCO can be reduced by 40-60% over three years.

How UJET Solves Financial Challenges for Buyers?

We understand a successful business case requires quantifiable ROI. Our platform helps financial buyers see the contact center as a revenue-generating asset.

- **Transparent & Predictable Pricing:** We offer a transparent pricing model with predictable TCO. UJET can be purchased through marketplaces like Google Cloud, allowing you to utilize existing cloud spend and maximize your budget.
- **Reduced Financial Risk:** UJET's architecture mitigates risk. Our real-time data exchange minimizes your security footprint, and our

active-active-active cloud architecture provides unmatched redundancy and uptime, protecting revenue from being lost during an outage.

- **Clear ROI & Cost Management:** By streamlining the agent experience with a unified desktop and AI tools, UJET reduces operational costs and After Call Work (ACW), which lowers AHT and the cost per contact.
- **Turning the Contact Center into a Revenue Driver:** UJET empowers agents with tools like Co-browse and secure payments, which facilitates sales and increases Customer Lifetime Value (CLV).

UJET Customer Success: Tangible Financial Impact

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TIME TO VALUE:

G2 Peer Reviews show an average time to implement of just

2 months

Darwin

Deployed UJET in only

~1 month

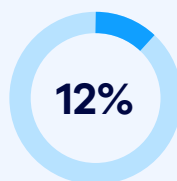
COST REDUCTION:

KeyBank 



reduction in operating cost

 **EverWash**



decrease in cost per contact

REDUCED AGENT TURNOVER:

 **EverWash**



reduction in agent turnover

Lower turnover drives stronger employee experience and measurable cost savings.