



The Design Solution

Cloud Migration Assurance

Skipton required a swift migration from its on-prem Genesys Connect platform, aiming to minimise end of life risk and enhance quality. Kerv Experience leveraged their cloud migration assurance strategy, comprising Cyara automation tooling, quality assurance processes, and extensive experience with Genesys Cloud.



Discovery & Design

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Automated Configuration and Interactive Voice Response (IVR) Discovery: Kerv utilised Cyara Velocity CX to automatically crawl Skipton's IVRs, providing up-to-date documentation of all flows. Armed with the relevant fact-based documentation, Skipton and Kerv operated as a single team during design sessions to ensure accurate reflection of the new solution.

"The can-do attitude from Kerv Experience was exceptional and really helped us through some tricky brick wall moments," said Ben Shirt, Project Manager at Skipton Building Society. "We had a large work backlog... (Kerv) came up with smarter ways of getting from A to B more quickly and safely. That was probably the first time we'd used automated document discovery."



Configuration & Integration

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Kerv applied best practices learned from over 100+ successful Genesys Cloud implementations to configure the platform and integrate it with the wider application landscape, such as legacy fax applications and data warehouse platforms.

"Understanding the impact and associated risks for a project of this size and developing solutions at real pace was a relatively new discipline. In some instances, we identified a problem at the start of the day, captured requirements in the morning and had a solution built to release by the afternoon. For me that is what agile development is really about. Enhancing our speed to market," said Stephen.



Training & Preparation

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Kerv collaborated with Skipton's business readiness council and training teams to provide bespoke training materials, enabling Skipton to tailor the training to their colleagues, ensuring readiness for platform adoption.

"Kerv Experience introduced us to change management experts at its sister practice Kerv Consult," Ben recalled. "A highlight was their ability to understand different user personas and complex requirements very quickly, turning around training material within three weeks for 1,700 colleagues. Agents, supervisors, and admin people felt the system behaved precisely as during training."



Testing & Quality Assurance

Testing & Quality Assurance

Kerv offered hybrid manual and automated testing. Kerv's International Software Testing Qualifications Board (ISTQB) certified test manager planned and coordinated all the QA efforts and test plan. This enhanced overall test coverage and reduced User Acceptance Testing (UAT) time, with Kerv's QA test tooling consisting of Azure DevOps (ADO) and Cyara CX Assurance tooling.

"Previous telephony deployments required up to three months of dedicated UAT, but by using Cyara automated testing tooling it took less than half the time." Ella Allen, Senior Technical Project Manager



Go-Live Preparation

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Skipton and Kerv worked together closely in preparing for the go-live event, co-ordinating Business Readiness workstreams and covering:

- ▶ **Dress Rehearsal:** Kerv and Skipton simulated the go-live event, which helped to minimise risk and satisfied business readiness workstreams and internal audit teams.
- ▶ **Performance Testing:** As a highly regulated business, Skipton was required to performance check the solution end-to-end. Kerv also used Cyara Cruncher to ensure it could handle the maximum peak load.



Go-Live Assurance & Hypercare

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Kerv collaborated with Skipton and other third parties to ensure a successful go-live. Kerv provided **regression testing of 2000 numbers** during the cutover, which took **only 8 minutes**, enabling quick identification and rectification of number translation errors on the fly. Skipton co-ordinated effective reporting lines on the go-live date, with Kerv onsite to assist with any user errors. Kerv also used Cyara Pulse for continuous regression testing and monitoring during hypercare to ensure all lines performed as expected.

Moving the contact centre to the cloud was one of the first deliverables from a large-scale transformation programme. "It was high profile, so we couldn't afford to leave anything to chance," Ben added. "We needed to ensure internal stakeholders and key decision makers felt comfortable, particularly among our Business Readiness Council and internal audit team".