

tecRacer helps Kiwi.com with their Seamless Transition to Amazon Connect

Kiwi.com is a leading global travel tech company headquartered in the Czech Republic. Kiwi.com's innovative algorithm enables users to find better route options and prices other search engines can't see, performing billions of price checks per day across 95% of global flight content. 100 million searches are carried out every day on Kiwi.com's website and partner channels. On average over 70,000 seats are sold daily.

In today's rapidly changing technological landscape, companies need to evolve. Kiwi.com, a name well-known in the travel sector, identified the need for a more adaptable and economical contact center solution. In collaboration with tecRacer Group, they initiated the transition to Amazon Connect.

The Push for Evolution

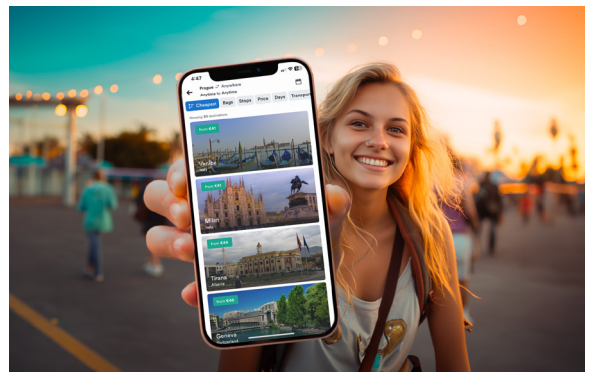
Kiwi.com's prior contact center system had its limitations, particularly around costs which were based on a rigid annual license model. This meant costs did not scale flexibly when the number of users and call volumes changed over time. A comparison with Amazon Connect highlighted potential operational and cost efficiencies, and comprehensive AWS APIs presented opportunities for smooth integration.

The Path to Change

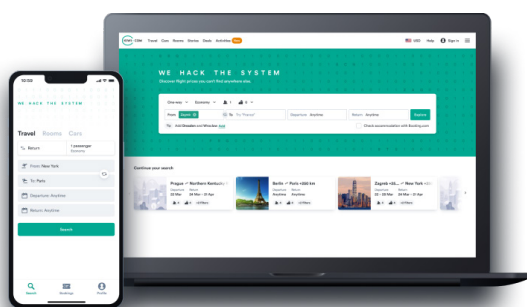
The shift wasn't solely about reducing expenses; it emphasized scalability and adaptability. Amazon Connect's „Pay-per-use“ model provided unmatched scalability. The objective was straightforward: evaluate the existing system, integrate Amazon Connect with internal mechanisms, plan and execute the transition of 2,000 users to the new solution, and meet or exceed prevailing industry benchmarks.

Encountered Challenges

Every transition has its obstacles. For Kiwi.com, securing telephone numbers across diverse countries with distinct prerequisites was challenging. Furthermore, network constraints and regulations necessitated tailored infrastructure strategies for contact centers in the Philippines and India. Enabling connections between remote continents proved challenging, but by the end of the project stable lines were implemented with latencies which ensured comfortable telephone conversations no matter where customers and agents were located.



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The Outcomes

The outcomes were noteworthy. Agents benefited from a unified system, improving overall efficiency. The adaptability of Amazon Connect eliminated long-term commitments, and its full integration with backend systems paved the way for potential future innovations.

From a financial perspective, the transition was advantageous. Starting in 2024 annual communication expenses are expected to drop by a significant 56%, and the new system's efficiency and cost-effectiveness are evident, even with anticipated call volume growth in upcoming years.

CUSTOMER: KIWI.COM

Contact person at the customer:

Jiří Lněnička, Group Product Manager

"In this rapidly evolving era of AI, we were in search of a platform with a flexible commercial model, one that could keep pace with technological advancements. tecRacer emerged as an invaluable ally, integrating seamlessly with our team and guiding us through the transition to Amazon Connect. This partnership has not only resulted in a compelling success story but has also propelled us further in our mission to provide world-class customer experiences to travelers globally."



Conclusion

The partnership between Kiwi.com and tecRacer was characterized by consistent communication and aligned goals. While there were challenges, a proactive approach ensured the project's on-time completion. In the end, Kiwi.com's shift to Amazon Connect wasn't merely a system transition; it showcased the potential of innovation, teamwork, and continuous improvement.

Project Goals:

- Transition 2000+ users to Amazon Connect
- Migrate and modernize contact flow for customers
- Integrate Amazon Connect to the internal systems
 - Integrate softphone into self-developed CRM
 - Get information from backend systems
 - Event-driven ticket integration
- Integrate analytic data into internal systems

tecRacer Efforts:

- Project planning and alignment
- Provide Amazon Connect infrastructure
- Help with the implementation of the CRM integration
- Train developers

About tecRacer

tecRacer, headquartered in Hannover and with eight additional locations in Duisburg, Hamburg, Frankfurt, Munich, Mannheim, Vienna, Lucerne and Lisbon, offers AWS (Amazon Web Services) consulting, training, managed services and project management from a single source - seamlessly integrated, across the entire cloud lifecycle - from strategy to implementation to operation.

The strategy remains the clear focus on Amazon Web Services. Here, tecRacer has been named a Leader in the ISG Provider Lens 2022 AWS Ecosystem Report for the third time in a row. The focus on AWS proves tecRacer right: Since 2019, tecRacer has received the „AWS Consulting Partner of the Year DACH“ award three times in a row. The owner-managed company, which was named a Top Employer for SMEs, now employs more than 150 permanent staff, has trained more than 12,000 participants in AWS, and has already successfully implemented more than 750 AWS Consulting projects.

In the area of contact centers, tecRacer has been an Amazon Connect Solution Provider since 2018 and has since successfully implemented contact center migrations ranging in size from approximately 20 to more than 2,000 agents.

For more information, visit www.tecracer.com. Or contact us at connect@tecracer.com.

