

# GCP SUCCESS STORY

## Unison Services Corp.



# ITTS Supports Unison Services Corp. to Modernize Application

## ABOUT THE CUSTOMER

Unison Corporation provide a wide range of outsourced customer services, including traditional inbound call, outbound call, call center system construction, member center service, market research service, order management service, and the derivative integrated direct marketing service (IDMS), etc. Unison provide services to government agencies, finance, telecommunications, home appliances, logistics, information, Internet, entertainment, consumer products, biotechnology, and other industries.

## SOLUTIONS

Solution Pillars: Application Modernization, Artificial Intelligent  
Solutions: Google Compute Engine, Network Service, VPC

## THE CHALLENGE

The outsourced customer services which Unison Corporation provided are contract based. Often faced with the challenge of inadequate CSR training and equipment expansion whenever contract changed.

ITTS help Unison to adopt cloud ChatBot application so they can service more customer inbound call through ChatBot to reduce CSR workload.

ITTS also help Unison to adopt Google Kubernetes Engine (GKE) to provide a managed environment for deploying, managing, and scaling their containerized applications using Google infrastructure. The GKE environment consists of multiple machines (Compute Engine instances for ChatBot) grouped together to form a cluster.

## THE RESULT

With support from both Google Cloud and ITTS, Unison Corporation achieved numerous business benefits.

- Improve system availability and flexibility

The original on premise server for intelligent customer service planning is replaced with GCP cloud service, which allows GCP to flexibly expand or adjust the space at any time according to the actual usage demand, and also solves the problem of possible space expansion of the server in the future.

- Enhance customer experience and satisfaction through system stability, security and efficiency improvement

With the cloud solution, utilize the resources of multiple virtual servers on GCP, so the chance of server crashes is extremely low, and both the servers and the network environment are more stable and secure than on premise. Intelligent customer service on the cloud can update functions without interrupting service, which can also provide customers with a better experience.

- Save customer service manpower and overall system equipment procurement and maintenance costs to improve operational efficiency

## SUCCESS STORY HIGHLIGHT

The introduction of cloud-based intelligent customer service not only significantly reduces the TCO by 50%, such as system construction and maintenance, but also allows customers to flexibly plan their customer service manpower and improve operational efficiency. In the future, consider combining the advantages of GCP big data services to provide customers with value-added services.