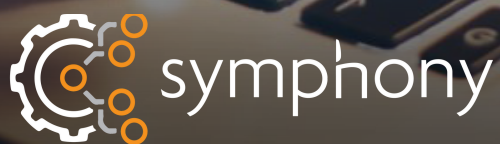


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Blackchair Symphony

Performance Boost Analysis findings

Summary



In a recent proof of concept run independently from Blackchair for a large European bank, analysis of using Symphony for specific CICD and operational tasks compared to manual efforts has seen a productivity boost of over 500% as well as a reduction to the overall time spent on conducting these tasks by nearly 70%.

The Assessment

In April of 2023, a large European bank conducted a proof of concept to calculate the work effort savings for their upcoming projects by using Symphony compared to conducting the activity manually on Genesys Cloud. The bank had an aggressive timescale to roll out nearly 20 lines of business with varying complexities, country constraints and operational challenges.

The POC included activities such as migrating call flows from a development system to their production system, making changes to said flows and then re-publishing and rolling back changes that have already been made.

The Findings

The independent assessment calculated benefits in two ways:

- Time to value reduction, how much actual elapsed time is saved by using Symphony.
- Work effort reduction, how much time does Symphony “free up” for an employee to enable them to do other work.

Task	Work effort improvement	Time to Value reduction
Add and migrate new flow to target system (consisting of approximately 250 objects of data tables, skills, scripts, common modules, etc)	569%	65.9%
Change existing flow (of a similar size and complexity)	250%	10%
Rollback a change to a flow	917%	89.1%
Rollback a deployment including several changes across a flow and other object types	250%	70%



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