

THE IMPORTANCE OF CONFIGURATION MANAGEMENT TOOLS IN THE CLOUD MIGRATION PROCESS

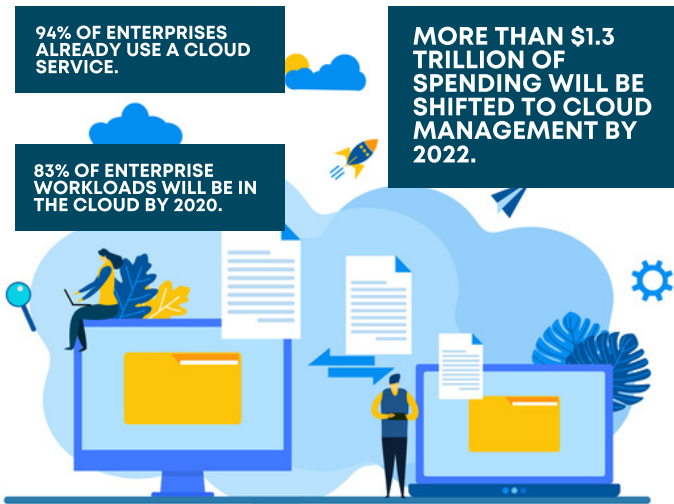
If cloud migration is not executed properly, it severely hampers operations and undermines the potential gains contact centers could expect when moving to a new CX platform.

To make the process as smooth as possible, contact centers need to stay on top of the cloud migration process, and the best way to accomplish that is to use the right configuration management tools.

94% OF ENTERPRISES
ALREADY USE A CLOUD
SERVICE.

83% OF ENTERPRISE
WORKLOADS WILL BE IN
THE CLOUD BY 2020.

MORE THAN \$1.3
TRILLION OF
SPENDING WILL BE
SHIFTED TO CLOUD
MANAGEMENT BY
2022.



Visit theblackchair.com today for more information on the right configuration management tools.

