



NICE Professional Services

Powered by Route 101

Technical and Professional Services to ensure you design, deploy,
and onboard quickly with NICE.



NICE

Professional Services delivered by Route 101

Our technical and professional services experts are here to help with the experience and tools required to ensure your NICE platform is configured and implemented correctly, and optimised for your business requirements.

We can help you design, deploy, and onboard quickly. As a NICE Certified Implementation Partner (CIP), Route 101 works with contact centres of all sizes and complexities – ensuring the platform is fully functional and set up to ensure you achieve your goals.

Our in-house team of accredited NICE specialists across solution design, project delivery and support, provide an end-to-end service, including consultancy, discovery and design, implementation, training, and ongoing support and optimisation.

Areas Where We Can Help:

Discovery and Migration Strategy

Project & Stakeholder Management

Configuration & Implementation

Integration and Customisation

Risk Assessment & Progress Reviews

Delivery and Go-Live Support

Post-Launch Review & Reporting

Ongoing Support & Optimisation

About Us

Our Credentials:

- Dedicated 'CXi Practice' within Route 101
- NICE EMEA Trailblazer of the Year 2023
- NICE EMEA Partner of the Year 2020-22 (3 consecutive years)
- Certified Implementation Partner since 2019
- SC Cleared personnel
- 120+ projects successfully completed nationally and internationally
- 100+ cumulative years of experience delivering implementation projects



Collectively, our team have hundreds of years experience in contact centre technology and processes. We benefit from insightful customer experience consultants, incredibly smart solutions engineers, and some of the most knowledgeable project delivery experts in the industry.

It's this combination of varied experience and expertise which informs our business model, our processes, and our ethos; thanks to our backgrounds we know the tried, tested and proven methods for success.



We've delivered over 120 successful NICE CXone projects to our clients – supporting implementation, configuration and optimisation projects for organisations of varying sizes across differing verticals.

There are several Route 101 personnel across our teams who currently hold SC security clearance – able to work on more sensitive projects where required.

Setting You Up For Success With NICE

Our seasoned team of NICE certified professionals brings unparalleled expertise to ensure your organisation unlocks the full potential of the NICE platform. With a deep understanding of NICE's solutions, we architect and implement tailored deployments that seamlessly align with your unique business processes and desired outcomes.

Route 101 has the proficiency to set you up for enduring success with the NICE platform.



True Omnichannel Deployment

Route 101 specialise in the delivery of a truly omnichannel solution - including voice, digital and social channels. Outside of the core CXone platform, we can assist with areas including Interaction Analytics, Quality Management, Workforce Management and more. We'd be happy to discuss the breadth of our capability across the NICE portfolio.



Complex Integrations

Our team is highly skilled in the delivery of complex integrations across the leading CRM platforms, as well as more bespoke work for client-owned/developed platforms.



Custom Development

We can also offer clients custom development work, and can assist with complex requirements surrounding areas such as data and MI to ensure your organisation gets the most from the NICE platforms.

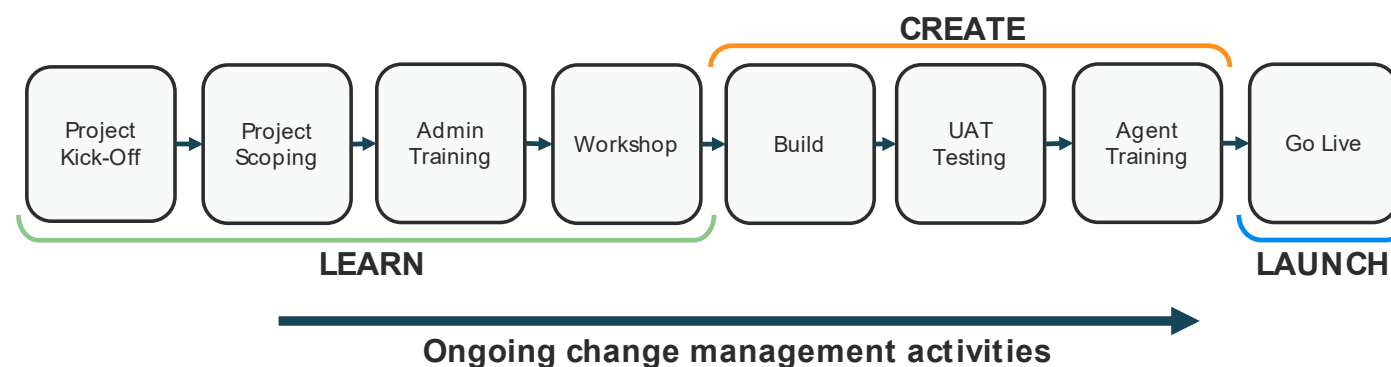


Training & Consulting

Our objective is to enable our clients to be self-sufficient, and so our team are able to support with training and consulting where required.

How We Work - Our Approach

Route 101 will work alongside our clients to define the most appropriate plan and methodology, taking into account factors such as number of sites, geographical spread and the different employees and teams within scope.



Working closely with you, we'll coordinate the following:

- **Discovery meetings** with key stakeholders to ensure all parties understand the current environment, goals, and success criteria to be achieved
- **Complete documentation**, including a Project Plan, Statement of Work (SoW), Business Requirement Document and Testing Strategy
- **A plan for communications and stakeholder engagement** drawn up collaboratively between Route 101 and your organisation. These will detail the solution design, implementation approach and timescales, and our delivery team will work from these documents to ensure everything is delivered as and when expected.

Collaborative Approach

Route 101 advocate the use of collaborative technology platforms, such as MS Teams for communication and Monday.com for project management activities. During this time an action log will be created, maintained and communicated to all involved.

Our clients also benefit from a programme of regular progress checks, risk assessment and other ongoing project activities (all of which will be fully documents, reviewed and updated).

Ensuring Success

Once a project is complete, Route 101's team of experts will undertake a review to ensure that all success criteria are met.

Ensuring your organisation sees the impact of the technology platforms is paramount, and with a dedicated Solution Value Consultant on the team, Route 101 is perfectly positioned to deliver comprehensive impact reporting.

Route 101

Programme Team:

Programme Manager
Project Manager
Solution Architect
Technical Architect
Implementation
Consultants
Trainers
Developers (where applicable)

Route 101's Typical Transition Approach

- Overview of the proposed transition programme team structure including a detailed RACI
- Approach to programme phasing and programme work streams
 - Realistic timescales
 - Detail high level objectives/scope of each phase
 - The required individual work streams required to complete the transition delivery
 - Overview of the approach/options to support a phased migration to the new platform



Go Live with Confidence

Our team of experts employs a proven launch strategy, applying best practices so you can 'go live' with confidence.

"Tried and Tested"

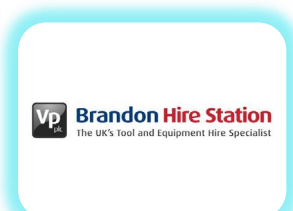
We follow a tried and tested project management and implementation process based on past experience and best practice from within our industry and beyond.

This helps us deliver on time and with minimal risk. We advocate a customer assisted deployment model, our aim being to leave you self-sufficient on a day-to-day basis.

"For me, Route 101 is my key strategic partner. This is the smoothest implementation I've ever had... a huge part of that was Route 101."

"We've harnessed the power of that relationship and the expertise that Route 101 brings."

- Alvin Lobo, Head of Performance, Dojo



Delivering NICE CXone into organisations across multiple industries.

"You're very much a partner to us, rather than a supplier. There's ongoing, continuous improvement, working together in a partnership that really makes you feel like you're getting the best from your investment, and that you're not in danger of missing something or not making the best use of your systems."

- Helen Davies, Head of Customer Service, Vp plc



Technical Support - Managed Services



Taking care of your business and your reputation – no matter what each day brings.

Our UK-based support team provide a personal level of service to each one of our customers; we know that it's crucial to a good working relationship, and for giving you complete peace of mind.

Available around the clock both in the UK and globally, our dedicated support team will take ownership of your issue from the point that it is raised to its resolution and liaise directly with the vendors on your behalf to keep things moving. You benefit from a single point of contact and a clear route for escalation.

Key Features :

Route 101 provides technical support with any implementation work we run.

This typically includes:

- Incident Management
- Proactive Platform Monitoring
- 24x7 On-Call Support for P1 & P2 Incidents
- Maintenance Notifications
- Problem Management Reporting
- Customer Support Documentation
- Proactive Platform Monitoring
- Request Fulfilment

Configuration Service Requests chargeable at an hourly rate ([learn more](#)).

Route 101 Premier Support Packages

Our Premier Support package is designed to take things to the next level - ensuring you can focus on what matters most: your customers. It includes everything within the standard support offering, alongside some additional services.

- 24x7 on-call support for P1 and P2 Critical Incident
- Standard business hours (08.30-17.30 for P3-4)
- Monthly operational reports and account-led quarterly business reviews
- 25 hours Professional and Development Services
- Executive Sponsorship

Unlimited Configuration requests to Unified Communications and Contact Centre deployments:

- New POCs and Service Additions
- Custom Reporting
- Scripts, Flows, and Audio Prompts amendments
- Adding Skills and Permissions / Customising roles
- Dashboard and Agent Reporting support

[More information available here.](#)



Get In Touch

📞 03330 110 400

🌐 www.route101.com
info@route101.com

📍 The Conifers, Filton Road
Hambrook, Bristol BS16 1QG