



From Cloud Voice Adoption to Cost and Performance Control

How **OneView** helped a financial services leader gain visibility, accountability and operational insight across **AWS Connect**.

2,000+

agents supported

1M+

monthly interactions

95%

fewer currency discrepancies

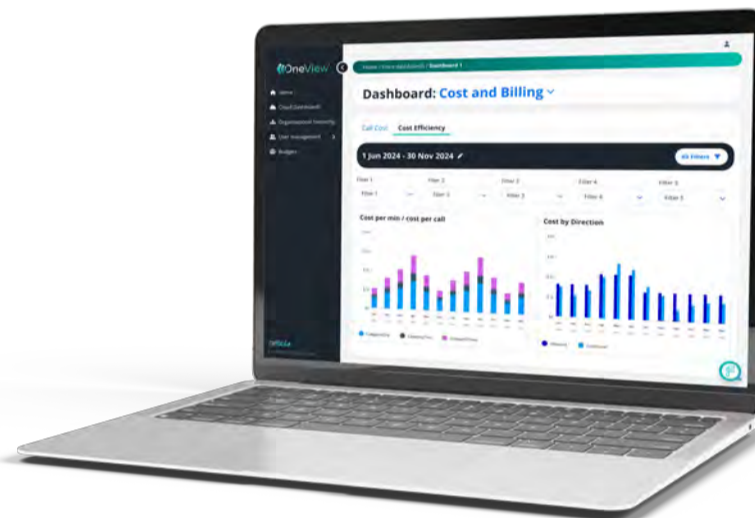
12%

FTR improvement

Executive Summary

A leading South African financial services provider modernised its legacy call centre environment with AWS Connect to improve scalability, customer engagement and service agility. However, the move to a cloud-based voice platform introduced a new layer of usage-based billing complexity, USD-to-ZAR reporting challenges and limited visibility across agents, campaigns and departments.

OneView provided the financial and operational control layer needed to make AWS Connect measurable at scale. Delivered through the OneView Voice Module, the solution connected AWS Connect usage, service charges, local currency reporting, cost allocation and workforce analytics into one governed view.



AWS Connect modernised the contact centre. **OneView** made that modernisation financially visible, accountable and performance-driven.

Client Context

| | |
|--------------------------|--|
| Industry | Financial services |
| Environment | Cloud-based contact centre built on AWS Connect |
| Scale | 2,000+ agents managing more than 1 million customer interactions per month |
| Strategic Trigger | Modernise legacy call centre infrastructure while improving cost control, reporting accuracy and workforce performance |



The Challenge

Cloud voice created new cost and accountability complexity

AWS Connect gave the client a modern, scalable contact centre foundation. But to unlock its full value, the platform needed to be aligned with internal financial controls, operational workflows and workforce optimisation practices.



Complex Billing Structure

Usage-based pricing made costs difficult to track across voice minutes, IVR usage, transfers, storage, integrations, campaigns and departments.

Budget Fragmentation

AWS Connect billing defaulted to USD, forcing manual conversion into ZAR and creating reporting discrepancies, forecast uncertainty and budget misalignment.

Performance Blind Spots

The client had call centre metrics, but lacked deeper visibility into agent-level trends, training needs, first-time resolution and call handoff patterns.

Product Used

OneView Voice Module: Part of the broader OneView Technology Expense Management platform, the Voice Module was used to extend cost visibility, allocation and performance insight into the client's AWS Connect environment.

This positioned OneView as the governance layer between a cloud-native voice platform, finance reporting requirements and contact centre operations.

How OneView Helped

| Capability | What OneView Enabled | Business Value |
|---------------------------------|--|--|
| Cost Transparency | Mapped AWS Connect service charges by team, campaign, agent and business unit. | Improved accountability and made cloud voice spend easier to explain. |
| Local Currency Reporting | Converted AWS Connect costs from USD into ZAR using configurable exchange rates. | Reduced manual errors and improved budget confidence. |
| Automated Allocation | Replaced manual cost calculations with structured allocation logic. | Supported chargeback, showback and department-level reporting. |
| Workforce Analytics | Connected cost and usage data to contact centre performance indicators. | Highlighted training gaps and supported service performance improvement. |
| Dynamic Hierarchy | Allowed agents and campaigns to move without breaking reporting accuracy. | Supported operational agility while maintaining financial control. |

The Outcomes

From cloud voice deployment to governed business performance

OneView helped the financial services provider move beyond technical adoption of AWS Connect. The client gained the ability to connect voice usage, cost, currency, ownership and performance into a single operating view.

Financial accountability

AWS Connect costs could be allocated to the correct teams, campaigns and departments, improving ownership and internal cost conversations.

Operational optimisation

Workforce analytics helped identify performance gaps, contributing to a 12% improvement in first-time resolution and a 20% reduction in call handoffs.

Budget integrity

USD-based billing was aligned to ZAR budgets, reducing currency related discrepancies by 95% and improving forecast reliability.

Strategic agility

The client could reallocate agents between campaigns while maintaining reporting accuracy and cost control.

Strategic Value

This case study is best understood as a cloud voice cost governance story. AWS Connect provided the technical capability to modernise customer service. OneView provided the financial and operational intelligence needed to govern that capability in a complex enterprise environment.

The result was not only better cost visibility. It was a stronger operating model for managing cloud-based voice as a business asset: measurable, accountable and connected to customer experience outcomes.

Conclusion



OneView helped the client turn **AWS Connect** billing complexity into financial accountability, local currency control and actionable contact centre intelligence.

- Billing complexity became cost transparency.
- USD-based cloud voice spend became ZAR-aligned budget control.
- Agent and campaign data became performance intelligence.
- Cloud voice modernisation became measurable business value.

Oneview Value In One Line



OneView brings financial control, local currency accuracy and operational intelligence to complex cloud voice environments.

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OneView

17[®]
A SMARTER WAY

