

Central Pacific Bank

Deploying a seamless experience for customers and agents

OVERVIEW

Central Pacific Bank is a Hawaii based Financial Institution providing Banking, Investment and trust services through 32 Branches. Dedicated to meeting the financial needs of all families and small businesses on the island. In order to provide all essential tools to there customers and employees, they needed to replace their legacy contact center solution with a more up-to date Cloud solution that could keep up with their growing business and employee needs.

THE CHALLENGE

- Needed a more Scalable and Flexible solution to better serve internal customers
- Wanted a way for agents to work from home that could be deployed quickly

ASPEN'S SOLUTION

Aspen created an advanced cloud contact center solution using Amazon Connect, with real-time reporting capabilities and a custom internal ticketing system. Support was then provided through Aspen Enhanced Care to provide single point of contact for support across the contact center solution



THE OUTCOME

Deploying Amazon Connect gave Central Pacific Bank agents the ability to continue work from a remote location while also improving the efficiency of the day to day business operations. The solution also provided the flexibility that they were looking for, allowing them to scale automatically to meet unpredictable demand, in turn, lowering costs and providing more exceptional customer service

WHY THEY CHOSE ASPEN

Extended experience deploying connect solutions, allowing for quick setup to save time and increase business productivity

WHY THEY CHOSE AWS

Amazons solutions allow for fast and easy deployment and were able to Provides remote work environment options to allow agents to work from home