



TRANSFORMING EMERGENCY RESPONSE

Falck's Cloud Revolution with Sabio Group



ABOUT FALCK

Falck is a Danish multinational company with a prominent presence in the emergency and healthcare services sector.

Founded in 1906, and with a purpose to 'advance sustainable healthcare to meet people's changing needs', Falck has evolved into a global leader in ambulance services, healthcare, and fire services, operating across more than 20 countries. The company is renowned for its commitment to providing fast and efficient emergency response and healthcare solutions.

Falck's services include patient transport, ambulance services, healthcare clinics, and first-aid training, along with fire-fighting and rescue operations. Their ethos is deeply rooted in ensuring public safety and health, making them a trusted partner for governments and private entities worldwide.

The company's approach to adapting to new challenges, like the integration of technology in emergency services, underscores its dedication to evolving in step with the changing needs of society.



THE CHALLENGE

Falck faced challenges in replacing its legacy contact centre platform with a global scalable solution due to deep integration with backend systems and custom functionality. The transition coincided with the decommissioning of existing infrastructure and a corporate strategy for global standardisation, requiring a delicate balance and strategic cloud migration approach.

THE SOLUTION

Falck partnered with Sabio to migrate to Genesys Cloud, addressing immediate needs and enabling future growth. Sabio's expertise in Genesys ensured a seamless transition of Falck's complex ecosystem, delivering scalability and customised solutions like web apps, call handling features to enhance operational efficiency and service quality.

THE RESULTS

The collaboration between Falck and Sabio resulted in a streamlined, scalable, and optimised Genesys Cloud platform. The solution's modular nature and flexibility – coupled with Sabio's expertise - facilitated rapid global expansion and adaptation to diverse operational environments. Sabio's expertise was instrumental in aligning Falck's IT infrastructure with their growth strategy, positioning them for future success.



Large call volumes managed without emergency calls being compromised



Positioned for rapid global expansion with Genesys Cloud



Delivering efficient and reliable emergency services worldwide

THE CHALLENGE: NAVIGATING DIGITAL CROSSROADS; WHEN SECONDS COUNT

For over 15 years, Falck had been relying on the Genesys Engage platform within its contact centre operations in Denmark. This long-standing arrangement, however, faced a significant challenge when Falck wanted to have a global scalable platform to replace its legacy platforms across the world. This development necessitated a strategic reassessment for Falck, particularly considering they had a bespoke contact centre desktop, which was intricately integrated with numerous backend systems and featured specialised functionality tailored for different departments.

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The global scalability and consolidation posed a significant challenge. We had a custom-built system deeply integrated into our operations. Any change needed to be seamless to avoid disruptions in our critical services.”

Henrik Fjordvald,
Product Owner for Falck’s Contact Centre solutions

Moreover, Falck’s existing VM Ware infrastructure was nearing decommission phase, adding another layer of complexity to the scenario. This technological crossroads coincided with Falck’s corporate strategy aiming to centralise systems across its worldwide operations, a move demanding a delicate balance between global standardisation and local operational needs.

Henrik added: “Our goal was to unify our IT infrastructure across the Falck group globally. This required a careful evaluation of our existing systems and a strategic approach towards cloud migration.”

The transition was not just a technical upgrade but also a strategic alignment with Falck’s vision for operational excellence. Barbara Gwardjak, Senior IT Director of Digital Technology at Falck reflected on this: “The move towards a cloud-based system was more than an IT decision. There was an organisational focus on delivering new technologies and aligning that new technology to our corporate mission of delivering efficient and reliable emergency services worldwide.”

Faced with these challenges, Falck embarked on a journey to migrate to a cloud-based infrastructure, a move that promised enhanced efficiency, scalability, and alignment with their global operational strategy.



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SOLUTION: SABIO FUELS FALCK'S CLOUD ODYSSEY WITH GENESYS

Faced with the need to evolve its IT infrastructure, Falck turned to Sabio Group for their expertise in Genesys technology. This collaboration marked the beginning of a transformative journey towards implementing Genesys Cloud, a solution that not only addressed Falck's immediate needs but also aligned with their future growth plans.

Henrik added: "Sabio's in-depth understanding of Genesys technology was crucial. Their team didn't just see our existing setup; they envisioned how it could seamlessly transition into the cloud environment, ensuring continuity and efficiency."

The shift to Genesys Cloud was a significant undertaking, given Falck's complexity, and specialised departmental functions. Sabio's expertise enabled the migration of this intricate ecosystem into the cloud, a feat that was pivotal in maintaining operational integrity. Henrik continued: "This project was all about closing the gap to the future, re-enabling Falck to mature its interaction capabilities with our customers."

One of the most significant advantages of this transition was the scalability offered by the Genesys Cloud platform. It provided Falck with the flexibility to scale its operations in line with projected growth, a critical factor in their global expansion strategy.

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Genesys Cloud not only met our current needs but also offered the scalability essential for our growth. As Falck continues to expand globally, having a cloud platform that grows with us is invaluable, supported by a partner that really understands every aspect of the technology and also our own business as well.”

Janusz Janusz,
Head of Global Capabilities, Digital Technology at Falck

This solution by Sabio and the move to Genesys Cloud represented a strategic realignment for Falck, ensuring that their IT infrastructure was not just robust and integrated but also poised for future expansion and innovation.

THE SABIO BRILLIANCE: INNOVATING FOR IMPACT

The partnership between Falck and Sabio was marked by a series of innovative solutions, tailor-made to meet the unique needs of Falck's operations. Sabio's brilliance was particularly evident in their customised web applications and advanced features integrated within the Genesys platform.

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Sabio went beyond a standard implementation. They developed customised web apps specifically for us, embedding essential tools like Phonebook and White-label info lookup into Genesys. This bespoke approach significantly enhanced our operational efficiency, and highlighted Sabio's expertise in being able to close the gap from what we required to what the Genesys platform could actually deliver.”

Henrik Fjordvald,
Product Owner for Falck's Contact Centre solutions

Furthermore, Falck's Sabio / Genesys Cloud solution included a tray application with shortcut key support and VIP call handling, streamlining the user experience for Falck's agents. These features enhanced the overall efficiency of the system, allowing for quicker access and prioritisation of critical calls.

“Sabio implemented a call rejection function and call flooding protection, crucial for maintaining our service quality during high-demand periods,” said Henrik. “These features ensured we could manage large call volumes effectively, without compromising on service standards when dealing with emergency calls.”

Sabio's customised solutions and innovative use of Genesys technology played a pivotal role in enhancing Falck's operational capabilities. The partnership not only addressed Falck's immediate needs but also equipped them with a robust, scalable system, ready to meet future challenges.

RESULTS: BUILT FOR SPEED, READY FOR GROWTH

The collaboration yielded remarkable results. This strategic move not only streamlined Falck's operations but also positioned them for rapid global expansion, supported by Sabio as its key transformation partner.

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The modular nature of the Genesys Cloud platform was a perfect fit for Falck. It provided us with the flexibility needed to rapidly expand our services, adapting seamlessly to our growing global footprint.”

Henrik Fjordvald,
Product Owner for Falck's Contact Centre solutions

Sabio ensured the main functionalities of Falck's Genesys Cloud platform were not only supported but also optimised, ensuring they were getting the best from the solution's many features. This transition marked a significant shift from Falck's previous infrastructure, offering a more scalable, efficient and future proof system.

The ease of support and the platform's flexibility facilitated rapid rollout to new business areas, enhancing Falck's ability to adapt to diverse operational environments. This adaptability was key in meeting the varied demands of their global operations.

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Sabio has been a trusted partner in our global rollout. Their expertise in Genesys Cloud specifically and in Genesys technologies in particular have been instrumental in our transformation journey, aligning our IT infrastructure with our global growth strategy.”

Barbara Gwardjak,
Senior IT Director of Digital Technology at Falck

The results of this transformation were clear: a robust, scalable, and easily supported platform that aligned perfectly with Falck's needs for rapid expansion and global outreach.

The partnership with Sabio and the adoption of Genesys Cloud have positioned Falck at the forefront of technological innovation in their sector, ready to face future customer service challenges and CX opportunities with confidence.

