

# CASE STUDY: LEGAL SERVICES COMPANY

Legacy Customer Service Platform Migration to Oracle Service and Knowledge Cloud

## Company Overview

- Leading global provider of content for professionals in Legal, Risk, Corporate, Government, Law Enforcement, Accounting, and Academic Markets
- Based in Dayton, OH

## Business Challenges

- Legacy customer service and knowledge platform unable to keep up with business process change and omni-channel shift
- Business and IT clamoring for Out of the Box solution (no more PowerBuilder development!) with upgrade and release agility for new innovation

## Oracle Solution

**ORACLE**

SERVICE CLOUD

**ORACLE**

ORACLE KNOWLEDGE

- Initial release of Oracle Service Cloud self-service portal, knowledge advanced, engagement and contact center functionality including case management, task management, survey management, and knowledge management.
- Deliver 360-degree view of customer, knowledge enable workforce, right channeling to reduce cost per interaction, and empower agents to solve issues at first point of contact