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Prepared by
Datanet Hosting Solutions
Pvt. Ltd.

Migration from on-premises to AWS Cloud

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About Voxai Solutions

Voxai Solutions is a global leader in customer experience (CX) transformation and contact center solutions. Established in 2005, Voxai has over 18 years of expertise and a workforce of more than 180 skilled professionals. The company delivers end-to-end services including cloud migration, CX consulting, professional and managed services, and intelligent virtual assistant deployments. Voxai is an official Genesys partner and has transformed hundreds of contact centers into intelligent experience hubs for enterprises worldwide. Recognized as a **Top 10 CX Solutions Provider by CIO Applications in 2022**, Voxai operates out of **Dallas, USA and Hyderabad, India**, and continues to drive digital transformation for large enterprise customers across industries.

Summary

Voxai is a customer experience solutions provider specializing in cloud-based contact center services powered by Genesys technology. Initially, Voxai operated from an on-premises data center located in the USA. However, the company faced several challenges, including increasing user demand, unscheduled downtime, data security concerns, and the need to maintain compliance standards. To address these complex challenges, Voxai partnered with Datanet Hosting Solutions to successfully migrate its infrastructure to the cloud.

Date of Project: December 2024 – April 2025

Company Background

Founded in 2005, Voxai Solutions empowers brands to deliver exceptional, customer-first, digital-first experiences. With over 18 years of CX leadership and a team of 180+ experts, they specialize in cloud migration, CX consulting, professional and managed services, and intelligent virtual assistant solutions. As a Genesys partner, they help organizations transform contact centers into dynamic experience centers. Their mission is to help client's own experiences that meet unmet customer needs, driving loyalty and growth. Recognized by CIO Applications as a Top 10 CX solutions provider in 2022, They are committed to innovation, strong partnerships, and passion for results. At Voxai, they close the gap between brand promise and customer experience with purpose-driven digital strategies.

Challenges

- **Data Centre Refresh:** The aging infrastructure required frequent upgrades and maintenance, leading to increased operational overhead and capital expenditure.
- **Uptime Issues:** Ensuring high availability and minimal downtime was difficult, impacting the reliability of customer service operations.
- **Scalability:** The legacy environment lacked the flexibility to scale quickly in response to growing user demand and fluctuating workloads.
- **Security:** Protecting sensitive customer data became increasingly complex, especially with evolving threat landscapes and compliance requirements.
- **Fine-Grained Access Control:** Managing precise user-level access across systems was challenging, limiting operational efficiency and posing potential security risks.

Project Summary

- Voxai currently operates two data centers located in Roswell and New Albany, which are to be migrated to AWS. The migration will follow the 7R migration strategy to ensure a comprehensive and structured transition of the entire data center infrastructure.
- Voxai operates a contact center solution that leverages advanced call routing, queuing, and agent management using Genesys Cloud or Engage platforms.
- The contact center management application also provides a unified reporting and analytics dashboard, enabling visibility into key metrics and supporting data-driven decision-making.
- All AWS services and resources provisioned in alignment with AWS best practices, while ensuring full compliance with ISO 27001 standards, as mandated by the Voxai.
- Voxai maintains two primary office locations—in Dallas, USA, and Hyderabad, India—and requires seamless, secure connectivity across these sites post-migration and implementation.

Business Benefits / Outcome

- ✓ **Reduced Infrastructure Costs (32%):** By eliminating the need for frequent data center refresh cycles and physical hardware management, Voxai achieved significant CapEx and OpEx savings—typically 32% compared to on-premises operations.
- ✓ **Improved Uptime and Availability (Up to 99.99%):** Leveraging AWS's highly available and redundant infrastructure improves service uptime, reducing revenue losses and support costs due to downtime. This can lead to a 70% reduction in incident-related costs.
- ✓ **Enhanced Scalability (58% Efficiency Gain):** Auto-scaling and flexible resource provisioning in AWS ensure the environment can adapt to varying workloads without manual intervention, improving performance and reducing over-provisioning costs by 58%.
- ✓ **Stronger Security Posture (35% Risk Reduction):** With native AWS services, encryption, and continuous compliance monitoring, the client can reduce security incidents and associated costs by an estimated 35%.
- ✓ **Streamlined Access Management (45% Admin Overhead Reduction):** Implementing fine-grained IAM roles and policies in AWS greatly simplifies access control, reducing administrative effort and minimizing the risk of unauthorized access.

Why Datanet Hosting Solutions

Datanet is a globally recognized AWS Premier Consulting Partner that brings deep technical, strategic, and financial expertise to cloud transformation projects. When organizations choose Datanet to migrate their workloads to AWS, they benefit from a comprehensive, structured, and ROI-focused approach. Datanet's methodology spans the full lifecycle—Assess, Migrate, Govern, Optimize, and Innovate—ensuring business continuity, operational excellence, and long-term value realization.

What makes Datanet stand out:

- ✓ Migration Acceleration Program (MAP) expertise to de-risk and fast-track large-scale migrations
- ✓ Well-Architected AWS Landing Zones built with multi-account governance, automation, and security
- ✓ Proven cost optimization tools like the OLA (Optimization and Licensing Assessment) to reduce IT spend
- ✓ App and DB modernization with tools such as AWS DMS, App2Container, and schema conversion for Postgres and Linux
- ✓ Customer Success Outcomes with measurable results (e.g., M2P Fintech saved 25–30% on IT costs and increased uptime by 40%)
- ✓ Recognition by Gartner as a leader in Software Asset Management Managed Services
- ✓ End-to-End support for DevOps, containerization (Amazon EKS), data analytics, and AI/ML

Whether a customer is looking to exit a legacy data center, adopt a hybrid strategy, or modernize critical workloads, Crayon's cloud-first, value-driven consulting model helps clients achieve cost savings, better scalability, and improved performance on AWS—backed by global experience and local delivery capabilities.

Project Skills Acquired

During this migration project, the team gained hands-on experience and expertise in several critical technical and project management areas. The skills acquired include:

- **Cisco Meraki Deployment** – Implementing and configuring secure, scalable, and high-performance network connectivity across multiple sites.
- **IP Retention** – Ensuring all existing IP addresses were preserved during the migration, maintaining network consistency and avoiding disruptions.
- **MGN** – Using AWS Application Migration Service (MGN) for seamless replication of on-premises workloads to the cloud.
- **Project Management** – Planning, coordinating, and executing complex migration tasks while managing timelines, resources, and risk to ensure successful project completion.

This expanded section highlights not only the tools and technologies used but also the practical expertise and operational skills the team developed while delivering the project successfully.

Main Body / ROI Highlights

Overview:

Voxai, a leading provider of cloud-based contact center solutions powered by Genesys, faced several challenges with its on-premises data centers in Roswell and New Albany. Issues such as aging infrastructure, uptime limitations, scalability concerns, and complex security and compliance requirements prompted the need for a modern, scalable solution.

The Solution:

To address these challenges, Voxai partnered with Datanet Hosting Solutions, a trusted AWS Advanced Consulting Partner. Datanet led the end-to-end migration of Voxai's infrastructure to the AWS Cloud using the 7R migration strategy while adhering to AWS Well-Architected Framework and ensuring compliance with ISO 27001 standards. The new cloud environment was designed to enhance performance, improve data security, and enable seamless integration with Active Directory and ServiceNow for global connectivity.

Business Outcomes:

- 💰 \$500,000 in annual cost savings by eliminating on-prem infrastructure and maintenance expenses
- ⌚ Over 2,000 hours saved annually through improved automation and reduced administrative overhead
- ☑ Up to 50% boost in operational efficiency, enabling faster scaling and enhanced service delivery
- 📊 150–180% ROI achieved within the first 18 months, demonstrating rapid value realization

Meta Information / SEO

Meta Title: Voxai: On-Premises to AWS Cloud Migration

Meta Description: Voxai's Cloud Migration: On-Premises to AWS with Datanet Hosting Solutions

SEO Keywords: DC Transformation, DC Exit, MGN, 7R Methodology, Voxai, Cloud Migration, On-Premises to AWS, Datanet

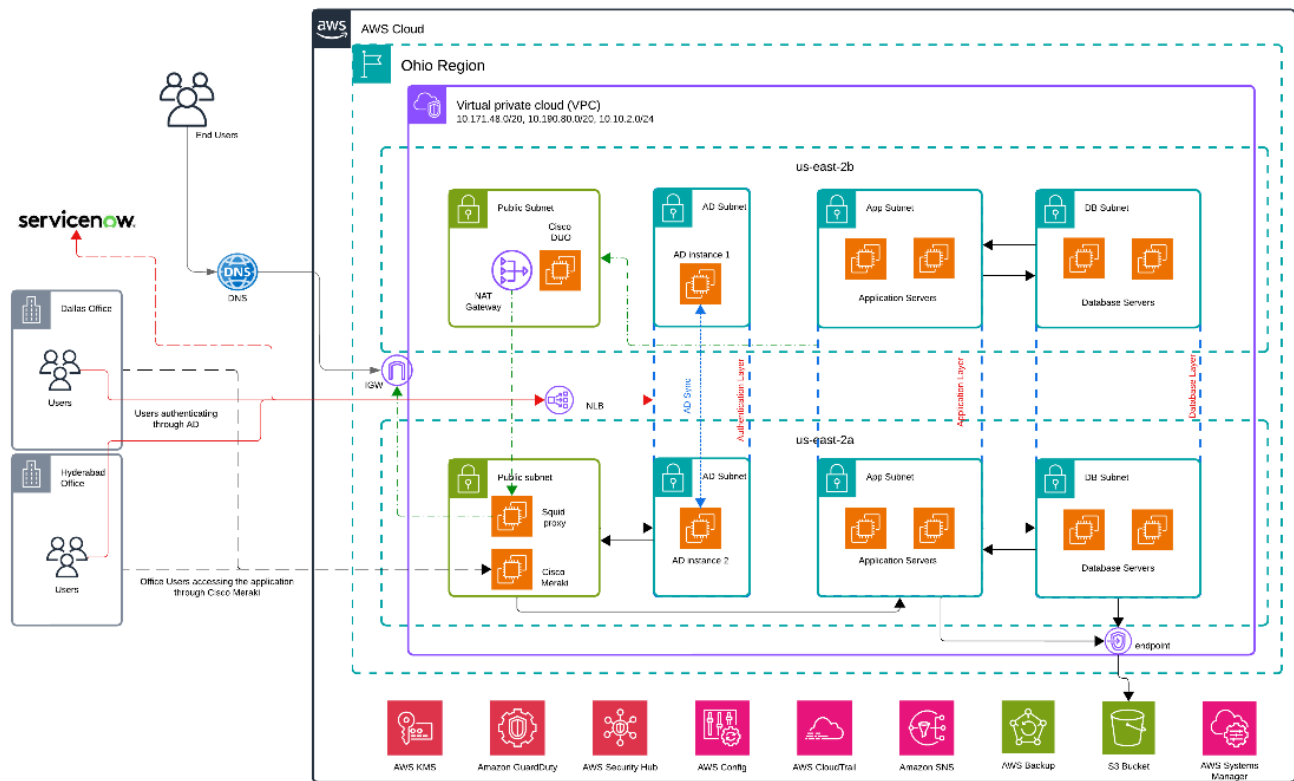
Twitter/X: How Voxai improved scalability and security by migrating its contact center to AWS.

#cloudmigration #enterprisemigration #aws #contactcenter

LinkedIn: Voxai Enhances Scalability and Security with AWS Contact Center Migration.

#cloudmigration #aws #contactcenter #scalability #security #digitaltransformation

Case Study Image



Logos

Client:

VOXAI Solutions



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