

40,000 calls deflected. Hold times cut from 15 minutes to 2. LA County did it without taking public services offline.

The Outcome

Los Angeles County modernized a fragmented contact center into a single cloud-hybrid platform on AWS. In the first year: 40,000 calls deflected to automated IVR and average hold times dropped from 15 minutes to 2.

How They Got There

Presidio designed a phased migration through Presidio's Cloud Gateway, connecting cloud-based IVR to the county's existing on-premise infrastructure. High-volume, repetitive calls were automated first. A cloud desktop unified caller data with on-premise ticketing systems. Presidio partnered with Symbee to replicate agent desktops with live performance metrics, then retrained all 80 agents.

Why It Worked

A county this size can't pause public services for a technology migration. The phased approach meant the county captured wins early - deflecting call volume and cutting hold times - while the broader migration continued in the background. The foundation is now in place for SMS-based self-service as the next phase.

The Situation

Los Angeles County operates one of the largest contact center environments in the U.S., serving 11 million residents across 4,500 square miles. The county's fragmented, on-premise infrastructure couldn't support modern IVR capabilities. High-volume, repetitive calls - password resets, VDI issues, department lookups - were consuming agent time and creating hold times that regularly reached 15 minutes.

The Approach

Presidio started with a detailed assessment of the county's contact center goals and ideal caller journey, then designed a phased migration through Presidio's Cloud Gateway. The highest-volume, most repetitive calls were automated first, immediately removing the longest interactions from agent queues. A cloud desktop integrated with on-premise ticketing systems gave agents unified caller data in a single view. Presidio partnered with Symbee to replicate agent desktops with live metrics, then retrained all 80 agents.

The Result

In the first year, the system deflected 40,000 calls to automated IVR. Average hold times dropped from 15 minutes to 2. Agents now have real-time sentiment analysis and call transcription. The county completed the migration without a single disruption to public services. The foundation is in place for SMS-based self-service as the next phase.

40,000

Calls deflected to automated IVR in the first year

15 → 2 min

Average hold time - an 87% reduction

80

Agents retrained on the new system with zero service disruption