



Reinventing Cybersecurity Support with the Perfect Agent Twin for 25% Cost Efficiency and 5% Revenue Growth



As a global pioneer in cybersecurity, the client has long been recognized for safeguarding digital ecosystems, protecting over 600 million devices across 182 countries and serving more than 108 million customers. With 1,900+ patents and real-time defense against tens of thousands of threats per minute, the organization operates at the intersection of innovation and trust.

Legacy Models Struggled to Meet Modern Expectations

The organization needed to modernize its customer support operations to remain competitive and resilient, infusing intelligence, scalability, and consistency across every touchpoint.

However, the support model relied heavily on over 1,800 outsourced agents distributed globally. While this model offered reach and coverage, it lacked the agility and intelligence to deliver consistent, high-quality experiences across geographies and customer segments.

The existing Contact Center as a Service (CCaaS) infrastructure offered basic contact management, but it fell short in orchestration, automation, and real-time insight generation. Manual processes created inefficiencies, while siloed systems hindered data visibility and proactive service capabilities. A fundamental shift was needed—from a volume-based support approach to one prioritizing intelligence, automation, and agility.



Transformation at Scale with Micro-Agents

With deep capabilities in AI-driven service transformation, data architecture modernization, and composable platform design, Brillio was selected as the partner of choice for this endeavor. With a proven track record in enabling scalable, enterprise-grade support innovation, Brillio brought both the strategic foresight and technical precision needed to lead a transformation of this scale.

Central to the engagement was Brillio's Agentic AI Orchestration Framework, which enabled the development of modular, task-specific micro-agents that could work independently or in

unison across the client's ecosystem. This platform-agnostic framework provided flexibility to integrate with existing platforms while introducing intelligent automation layers that enhanced performance without disrupting operations.

The approach was designed for measurable impact. Brillio focused on quick-win scenarios first, prioritizing internal, agent-facing use cases that would demonstrate value early through improved reporting, smarter decision-making, and streamlined case management.

Brillio's agile strategy helped build stakeholder buy-in and establish momentum for broader transformation.

Agile Delivery for Proactive Customer Engagement

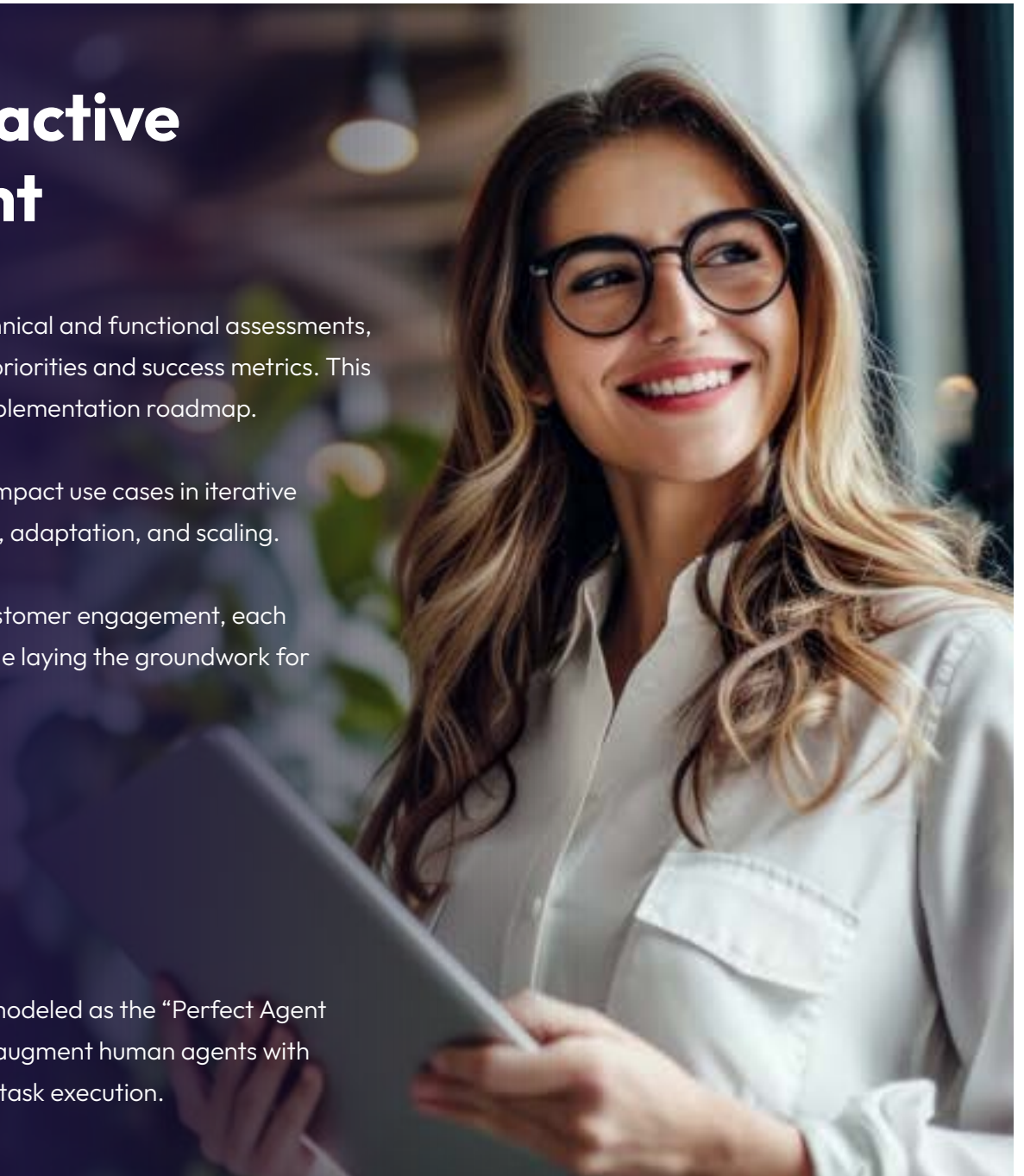
The transformation journey began with comprehensive technical and functional assessments, including in-depth stakeholder workshops that defined key priorities and success metrics. This early collaboration established a shared vision and clear implementation roadmap.

Brillio adopted an agile delivery approach, deploying high-impact use cases in iterative eight-week cycles. These cycles allowed for rapid validation, adaptation, and scaling.

From agent skilling and support automation to proactive customer engagement, each deployment phase delivered measurable improvements while laying the groundwork for continued innovation.

Building the “Perfect Agent Twin”

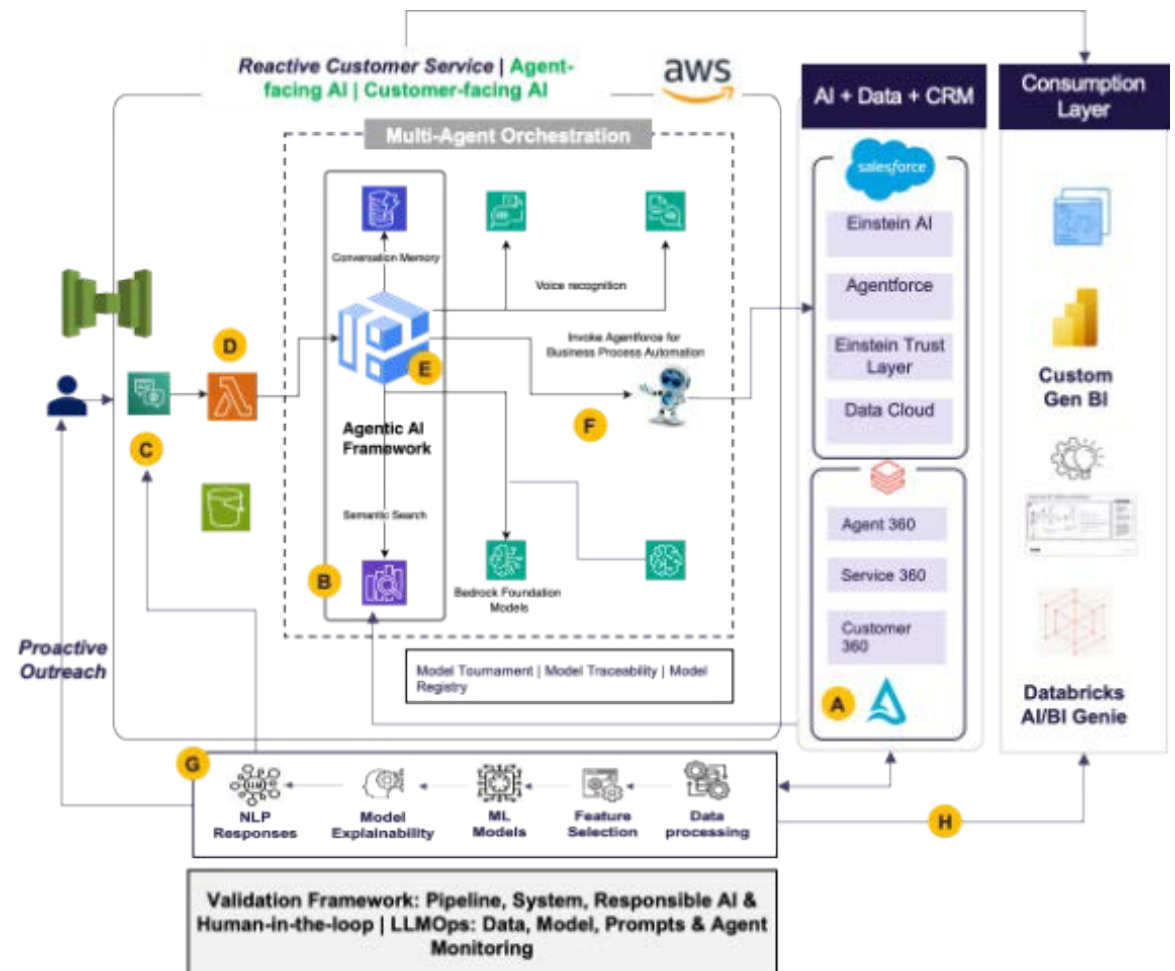
At the heart of the solution was creating a digital assistant modeled as the “Perfect Agent Twin”—a real-time, AI-powered orchestration layer built to augment human agents with contextual intelligence, dynamic workflows, and automated task execution.



The architecture supporting this vision was intentionally decoupled and composable, allowing for scalable deployment and seamless integration with the client's cloud-native tools and CCaaS environment. Brillio introduced a robust MLOps and LLMOps validation framework to ensure that every AI model deployed was monitored, governed, and continuously improved.

In parallel, Brillio co-developed a structured decision-making framework that guided the selection of technologies, prioritized use cases based on business impact and feasibility, and established governance practices for scaling AI across functions. This framework ensured alignment with both current business goals and future-state aspirations.

To further strengthen the client's support operations, Brillio revamped analytics and reporting capabilities, transforming raw service data into real-time insights. Executive dashboards and role-based views enabled teams to act on emerging trends, optimize performance, and proactively address customer issues before they escalated.



25% Efficiency Gains and 5% Upsell Growth Through AI Agent Orchestration

With an initial 5-7% operational cost efficiency increase, projections indicate a 20-25% improvement by the end of the second year. These cost savings were accompanied by measurable gains in revenue enablement. With AI-driven insights enhancing upsell timing and accuracy, the company achieved a 3-5% increase in wallet share and customer loyalty.

Customer experience also saw marked improvement. Integrating AI-assisted resolution, a unified 360-degree customer view, and intelligent routing led to higher CSAT and NPS scores alongside improved customer retention rates. Agent productivity rose as routine tasks were automated and knowledge delivery was streamlined, reducing agent churn and increasing focus on high-value interactions.

Strategically, the transformation enabled real-time visibility into agent behavior, customer sentiment, and service trends. With structured and unstructured data now informing every decision, the client could proactively plan for retention, monitor performance, and respond dynamically to customer needs.



ABOUT BRILLIO

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruptions into competitive advantages through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 14 locations across the US, the UK, Romania, Canada, Mexico, and India, our growing global workforce of 6,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio was certified by Great Place to Work® in 2021, 2022, 2023, and 2024.



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