

How Leap in! Reduced Cost and Gained Agility with Zoom Contact Centre

Client Snapshot

Client: Leap in!

Industry: Disability Support Service

Key Stakeholder: Graham Weekes,
Chief Product & Technology Officer.

Leap in! set out to modernise its contact centre after its existing telephony setup began to slow the business down limiting agility, increasing costs, and making even simple changes harder than they needed to be.

Challenge / Business Problem:

Leap in! reached a point where its contact centre setup was no longer keeping pace with how the business needed to operate.

While the existing environment continued to function, it was increasingly difficult to manage. Changes were slow, costs were higher than they should have been, and the team lacked the flexibility to respond quickly. Key challenges included:

- A high-cost telephony model with limited flexibility
- Slow turnaround times for changes and updates
- Limited ability to self-manage the environment internally
- A setup that constrained speed and responsiveness
- No clear path to introduce AI or automation capabilities

Graham Weekes, Chief Product & Technology Officer at Leap in! explained: "We were looking for something more cost-effective, but the bigger issue was how long it took to make changes. The business moves quickly, and our setup just wasn't keeping up."

Over time, those inefficiencies began to compound across day-to-day operations. "It wasn't one big issue - it was the accumulation of small delays. Changes that should have been simple just took longer than they needed to, and that starts to slow everything down."

Leap in! needed to simplify the environment, reduce cost, and regain the ability to move quickly.

Objectives

Leap in! approached the project with a clear, practical set of goals:

- Reduce ongoing telephony costs
- Enable faster, more efficient change management
- Give the team greater control over day-to-day operations
- Improve overall responsiveness
- Establish a foundation for AI, automation, and intelligent routing.

They were also looking for a partner who could deliver the outcome without adding unnecessary complexity.

“They were proactive and knew what they were doing. There wasn’t a lot of noise or back-and-forth - things just got done. It was a much cleaner experience than we’ve had with other partners.”

The solution included:

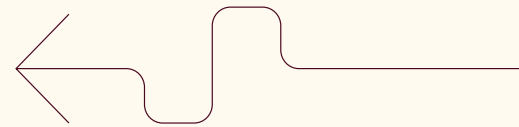
- **End-to-End Zoom Contact Centre Implementation:** A modern, cloud-based platform configured for flexibility and ease of use
- **ServiceNow Integration:** Seamless alignment with existing workflows
- **Self-Management Capability:** Enabling Leap in!’s team to configure and manage the environment directly.

The Solution

Leap in! selected Kytec as its implementation partner after being introduced through Zoom, with additional confidence coming from Kytec’s work with Mable - a leading care and support platform that had recently implemented Zoom Contact Centre.

“We were already talking to Zoom, and Kytec came recommended through them. On top of that, we’d heard very positive feedback from Mable about both the implementation and how Kytec operated as a partner. That gave us a good level of confidence going in.”

Kytec worked closely with Leap in! to design and deliver a solution focused on simplicity, control, and scalability.



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“Kytec have been one of the best partners we’ve worked with. Communication has been clear, the team is responsive, and the whole engagement has been well managed from start to finish. They’re professional, easy to work with, and consistently keep things moving which makes a real difference on projects like this.”

Graham Weekes

Results & Outcomes

While still early in the rollout, the impact has been clear in how the team operates day-to-day.

The most meaningful change has been speed. Tasks that previously required time, coordination, and external support can now be handled quickly and internally, allowing the team to respond faster with far less friction.

This has improved overall responsiveness across the business, with changes implemented more easily and without previous delays. At the same time, Leap in! is seeing ongoing cost savings, with a more efficient commercial model already reducing monthly spend.

The platform is also easier to manage, giving the team greater control and reducing reliance on external support. Kytec played a key role in enabling that shift, maintaining a responsive, well-managed engagement throughout.

“The biggest difference is how quickly we can now make changes. What used to involve delays and back-and-forth can now be handled directly by the team. It’s reduced overhead, improved responsiveness, and made the whole environment much easier to work with.

Kytec are a highly engaged partner, and I’d strongly recommend them for this kind of implementation. They’re knowledgeable, responsive, and easy to work with.”

With the right foundation now in place, Leap in! is well positioned to introduce more advanced capabilities, including AI and automation, to further improve efficiency and customer experience over time.

A Long-term Strategic Partnership

Beyond the solution itself, the engagement with Kytec stood out for its quality and consistency.

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Looking Ahead

With a modern, flexible platform now in place, Leap in! is focused on building on that foundation.

Key priorities include:

- Leveraging AI and automation
- Enhancing intelligent routing and IVR
- Driving efficiency as the business scales
- Continuing to improve the customer experience

With Kytec’s ongoing support, Leap in! is well positioned to continue evolving its contact centre capabilities.

“We’ve got the right setup now. It’s just a matter of continuing to build on it and getting more value from the platform over time.”

