Cost Savings and Customer-focused Migration for a Complex Contact Center Network

Customer Profile

Industry	Manufacturing
Employees	23,000
Locations	90 globally
Rank	Fortune 500
Customer Since	2006

Background

This customer, a leading automobile parts manufacturer, has depended on Continuant for 10 years to maintain and support its enterprise-class Avaya and Nortel systems. When this customer decided to migrate from legacy Avaya and Nortel systems to a Cisco voice environment, they searched for a global partner that could provide long-term, proactive management of their voice infrastructure. They chose Continuant.

Challenges

Prove ROI The customer requires a clear exhibition of how Cisco UC solution and migration lowers long-term costs and has a clear and powerful ROI.

Keep maintenance costs down The customer requires that maintenance costs be kept as low as possible for legacy Avaya and Nortel systems during migration, up to cutover.

Provide a single point of contact The customer requires a single partner with broad expertise to manage a diverse OEM system environment, providing a single point of contact for all expertise.

Solutions

Careful discovery and analysis of current costs, costs of migration, and cost of post-deployment infrastructure management proved an ROI and significant savings over legacy system maintenance alone.

Continuant will continue to run port and capacity counts to ensure that maintenance costs for Avaya and Nortel systems are kept as low as possible.

Continuant's multi-OEM expertise in Avaya, Nortel, and Cisco (and more) allows for a smooth and predictable migration between multiple OEMs, providing a single point of contact for all expertise. The account team speaks with the customer on a daily basis about the customer's service requirements.

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Challenges

Solutions

Work at our pace The customer requires that a selected partner be focused on the their pace, timeframe, and goals.

The customer's timeline and goals for migration are fully supported and enforced by a PMP-certified Project Manager (PM) at Continuant. The PM leads the entire project and adheres to agreed-upon procedures for change management, cost management, resource management, risk management, and all other project management elements.

Staff and train at locations globally The customer requires a solution to train and staff for migration and post-deployment technical needs.

Continuant-provides staff augmentations that eliminate the need for the customer's HR Department to staff and train at global locations.

Receive access to technical experts The customer requires access to technical experts during migration and post-deployment.

Continuant provides rapid 24/7 access to Tier 3 engineers during the migration and after, whenever support for covered systems is needed.

Provide long-term, global managed services The customer requires a partner with a proven track record and expertise in global account management.

After working with Continuant for nearly 10 years, it was an easy choice for the customer to continue to work with their trusted partner. Continuant has nearly 20 years of experience supporting companies with disperse locations in maintenance and infrastructure management and support.

Receive around-the-clock support The customer requires 24/7 support. With so many global locations, this is a nonnegotiable.

All supported network elements are monitored 24/7/365 by the Continuant Network Operations Center (NOC). Continuant frequently resolves system issues before the customer is aware of them. Continuant often proactively resolves minor alarms before they become major alarms.

Promote innovation The customer requires a UC system integrator with innovative and highly complex technical competencies.

Continuant rises above the competition by offering intelligent analysis and monthly recommendations based on data gathered by industry-leading tools, providing significant added value to the customer.

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