

A Skype for Business rescue mission with a happy ending: Managing day-2 operations

SUCCESS STORY

Customer Profile

Industry

Manufacturing

Employees

14,500

Locations

65 Globally

Rank

Fortune 500

Customer Since

2004

Background

This 135 year-old American manufacturing company is known around the globe for its aerospace and technology products. Their long history of innovation and environmental considerations has earned them countless recognitions and spin-off companies worldwide.

This customer first came to Continuant in 2004 to support its network of Avaya telephone systems without the pressure to upgrade or pay for unnecessary software support.

After selecting Continuant, the customer was introduced to its Customer Relationship Manager at Continuant, sparking a long and trusting business relationship. The customer tells Continuant that, above all, they can depend on Continuant's people, processes, and tools.

When the customer began to consider Skype for Business (Lync) for voice, they thought that their internal staff could handle the implementation, migration, and management of the system. However, the customer quickly discovered that the unique blend of the familiar Microsoft back-end and voice telephony function was beyond their level of expertise. The customer's team began to lose grasp of their internal tickets and resources and the priorities of their IT team had to be rearranged by force, not by choice.

The customer then decided to contact Continuant, their long-time partner in Avaya maintenance and support, to provide managed services for the Skype or Business environment.

Challenges & Solutions

Get ahold of the complex migration

This customer knew that at some point during their self-migration to Skype for Business, they would run out of internal resources. They didn't imagine it would happen after migrating just a few of its 65 global sites.

Solution

Continuant was quickly able to assess the migration plan of the customer and find opportunities to help support them. With both Microsoft and Avaya engineers available for the project, Continuant put its experts to work to guide best practices in RASK for migration and remote support.

Redirect the focus of the customer's IT team

This customer was quickly losing ability to manage its priorities as a result of trying to complete a roll-out with the same resources.

Solution

Because Continuant spent ten years serving the customer for legacy Avaya maintenance, the customer was fully able to entrust its internal IT demand to Continuant. From remote MACD to proactive system analysis, the customer placed several IT tasks on Continuant to complete so they could refocus their efforts on their top business concerns.

Ensure system performance is being measured proactively

Downtime is simply not an option for a Fortune 500 company. The customer requires reliable system performance and proactive resolution of potential incidents and future threats.

Solution

Continuant enables proactive resolution by putting the best industry tools to work for the customer and backing them with a team of dedicated IT experts who monitor, report on, and recommend performance improvement areas.

To maximize uptime for critical unseen incidents, this customer receives industry-leading SLAs through Continuant.

Results and proactive recommendations are delivered through the customer's Customer Relationship Manager, so quality of service is never sacrificed.

Position IT and voice engineers to succeed in their area of expertise

The complexities behind Skype for Business for voice are often overlooked by IT teams because they are already very familiar with Microsoft Exchange, Outlook, and Lync for IM and presence. However, the customer quickly discovered that the voice aspect of Skype for Business was beyond their level of expertise.

Solution

The customer knew they needed a Managed Services Provider who could bridge the knowledge gap. Once again, Continuant was the easy choice, allowing the customer to re-allocate their experts to focus on what they do best—IT. Continuant swiftly stepped in to support the voice side with an entire team of UC telephony engineers, aiding with both the migration and day-2 system maintenance.