



RESULT

The customer enjoyed a seamless transition to a ConvergeOne Cloud Experience (C1CX) public cloud environment and offloaded the extensive responsibilities for caring for its voice environment.

TIMELINE

Down Select: June, 2017

Contract Signed: December, 2017

Go Live: May, 2018

OUTCOME

The customer moved to a predictable, scalable consumption model that offers price breaks as the company grows.

BENEFITS

- Allowed the customer's IT team to focus on service management rather than technology management
- Converted to SIP trunking

Customer Case Solution: The Forward-Thinking Credit Union

Customer Issues

A progressive and technologically savvy credit union that supported and represented state employees was continually looking for ways to differentiate itself and act as a leader within the industry. It had noticed the trend toward cloud and wanted to keep pace with competitors. It also desired to realign its IT strategy to better support its business priorities and objectives. Moving forward, its primary operating principle would be a focus on service management, utilizing the practices found in ITIL/ITSM.

The company currently owned and managed its communications systems in-house, with Avaya telephony, Cisco infrastructure, and Microsoft Office 365 email and directory services. It was mostly satisfied with the quality of its solutions, with the exception of its call recording application, which came with a high cost and limited functionality.

The company's primary driver of change was the demand that the management of these solutions placed on its internal support resources. The chief technology officer (CTO) listened to the concerns of the IT staff, most notably a unified communications (UC) engineer who knew the environment and was responsible for working with a variety of third-party vendors to keep it running smoothly.

The difficulty of handling service contracts with each individual vendor had caused challenges for the UC engineer, who would prefer to maintain his focus on the company's customers and the business outcomes that the technologies deliver. He had recommended either hiring a large number of additional support staff or working with one partner as a single point of contact, who could remain accountable for managing the entire environment.

The company hired a consulting firm to explore a variety of options for offloading the management of its communications solutions, from a straightforward managed services agreement to a public cloud environment—or perhaps a more gradual transition to the cloud. Budget was, of course, a concern, and the company had a number in mind that it was unwilling to stray too far away from.



The Customer's Desired Outcome

“We’re in the process of realigning our IT strategy to better support our business and focus on service management. Our IT staff should be service managers rather than technology managers. We want to use managed voice services from a trusted provider in a predictable and scalable model, with features and availability.”

– Customer’s CTO

The ConvergeOne Response

The customer would be selecting a voice managed services provider based on proven track record, industry reputation, breadth of solution portfolio, and overall cost, with a focus on the operating expense value proposition and cost efficiencies for station scalability. Having previously worked with ConvergeOne on several projects, the consulting firm brought ConvergeOne into the fold. The customer was impressed with ConvergeOne’s technical expertise and experience, as ConvergeOne was able to reference a great number of successful, large-scale installations it had performed. It became clear that ConvergeOne was the right partner for the task, as it could properly support and remain committed to the customer. Working with the customer, ConvergeOne found that the customer desired a highly scalable and fully functional integrated, heterogeneous UC service offer. It was also looking to extend VoIP internal telephony to all sites and convert TDM-based PSTN trunking to IP-based SIP services.

Together, ConvergeOne and the customer worked through multiple approaches to find the right solution—from a straightforward managed services agreement, where ConvergeOne would take over management of customer-owned systems, to a public cloud, where ConvergeOne would own all of the assets of the infrastructure in its data center and charge the customer per user. While the customer initially wanted to gradually transition to the cloud, ConvergeOne devised a plan to move the voice infrastructure directly into the ConvergeOne Cloud Experience (C1CX) public cloud.

The customer had a specific price point in mind, so ConvergeOne had to tailor the solution to meet the customer’s needs from a functionality and financial perspective. Since everything would reside in ConvergeOne’s data center, long-distance calling would be baked into the solution. The customer had also planned to convert to SIP trunks, but ConvergeOne automatically delivered SIP services. The free long-distance calling and hassle-free move to SIP trunking ended up justifying a higher price. In addition, the customer moved from a more expensive call recording solution to Calabrio’s application, which not only cut costs but also added new features and functionality.

Results

NOTE: Full results are currently unavailable due to undisclosed results included in the third-party consultant’s ROI assessment.

The customer’s communications solutions recently moved to the C1CX public cloud. The transition was seamless and the end users did not notice any meaningful difference in their experience. This was important to the customer, as it did not want end users to feel the impact of the transition or bear the burden of learning new ways to use solutions they were already comfortable with and relied upon daily to do their jobs.

Moving forward, ConvergeOne expects to remain embedded with the customer. An additional 300 users will soon be added to the cloud agreement, and there have been conversations about transitioning the customer’s data center to the cloud, as well.