



ConvergeOne

PHONE SYSTEM DOWN

An Emergency Migration to the Cloud



Customer Challenge

A large, multinational payment services company has a number of diversified business units. On the Monday before Thanksgiving, one of its business units experienced a complete failure of its phone system, which meant that it could not handle customer calls. Its team was left scrambling to get a new solution in place so that it could continue to provide a high-quality customer experience.

While the company has a large internal IT organization, it has grown through acquisition and is therefore siloed, operating in a number of different business units. The affected business unit hadn't been fully integrated yet, so the internal IT team had limited ability to take action. The company's outage also extended beyond the phone system, so the IT team was preoccupied with a number of issues and required outside support.



The ConvergeOne Solution

ConvergeOne had been working with the company on a project to migrate 3,000 of its users to the ConvergeOne Cloud Experience (C1CX), but the affected business unit was not part of the planned migration to C1CX. ConvergeOne stepped into action to provide immediate support to the customer, fully migrating and onboarding an additional 200 stations to C1CX within a week and a half so that it could effectively service its customers.



ConvergeOne Cloud Experience (C1CX)
Case Study

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Results

Not only did the ConvergeOne team assist the company with user education and translate the differences between manufacturers, but it also consulted and advised on improvements to the call flow and customer experience. Even in a moment of crisis and while working through an accelerated timeline, ConvergeOne was able to help the company provide a better customer experience with barely a gap in its coverage. The ConvergeOne team worked tirelessly throughout the Thanksgiving holiday weekend to change call flows, reroute traffic, and consult about the upcoming cutover.

ConvergeOne already had a strong relationship with the customer prior to this engagement, but the quick action in the face of adversity has solidified the relationship even further. As a result, ConvergeOne is now seeing opportunities to expand its services for the customer.



Get Started Today.

Schedule a free cloud assessment to ensure you have the right vision and strategy to execute your cloud journey: convergeone.com/cloudworkshop

About C1CX

ConvergeOne Cloud Experience (C1CX) is a secure, scalable and comprehensive set of collaboration and customer experience offers with a host of software applications, expert integration, and professional services. C1CX offers include Public, Private, and Managed - any way you want it.

