ConvergeOne

GETTING BACK ON TRACK
Simplifying the Avaya Maintenance Renewal Process for a Healthcare Provider

Customer Challenge

An integrated healthcare provider had more than 4,000 employees who relied on its Avaya Unified Communications (UC) technologies, but its current business partner made a mistake with the virtual environment release level that resulted in its Avaya Aura® Messaging project falling off track. The healthcare provider's partner had also sold incorrect maintenance support to it, leaving thousands of licenses without software support.

While the healthcare provider was pleased with its Avaya solutions and recognized their robust capabilities, its lacking partner relationship held it back from utilizing the Avaya technologies to their full potential. It needed to take a new strategic approach to improve its Avaya environment while accounting for the errors made by its partner. It had previously handled the installation of its Avaya solutions in-house, but it was struggling to keep up with rapidly evolving technology and was experiencing continuous growth through acquisition. The healthcare provider needed guidance from Avaya technology experts to successfully deploy its more advanced solutions and effectively integrate them into its new clinics. It also needed to address its lack of a robust disaster recovery plan.

The Customer's Desired Outcome

To streamline the Avaya maintenance renewal process and move forward with a clear and effective strategy for optimizing and integrating its Avaya technology stack.

Unified Communications Use Case

convergeone.com

THE CONVERGEONE RESPONSE

ConvergeOne outlined strategic solutions that would not only get the Avaya Aura® Messaging project back on track, but also put in place a solid disaster recovery plan. Ultimately, the Avaya Aura® Messaging project was too far along to move in a different direction, but the healthcare provider was impressed by the strategies that the ConvergeOne team had proposed.

Over the next few months, ConvergeOne played a consultative role to help the healthcare provider's internal team learn how to properly leverage its Avaya platform. ConvergeOne offered technological expertise and shared insights and best practices for areas like SIP, session border controllers, and disaster recovery. This earned the healthcare provider's trust, which resulted in it choosing to work with ConvergeOne as its Avaya business partner moving forward. The customer had confidence in ConvergeOne's strategic sensibilities, deep Avaya experience and expertise, and investment in its success. The ConvergeOne team became a natural extension of its internal team.

Results

Today, the customer looks to ConvergeOne as a trusted advisor on a wide array of topics. ConvergeOne ensures that the customer has a clear strategic roadmap, particularly as it seeks to bolster its disaster recovery plan and migrate new clinics to its Avaya platform.

The ConvergeOne service team was able to complete its first gateway installation in a very short time frame and is helping the customer plan for the future. By listening to the customer's needs and providing expertise and support, ConvergeOne ensures that the process is deliberate, stress-free, and driving successful business outcomes. The customer is delighted to be utilizing its Avaya technologies to their full potential, transforming the way its team communicates and collaborates.