



FINDING A SOLUTION THAT'S UP TO GRADE

Helping a Healthcare Staffing Firm Recover From a Failed Investment



Customer Challenge

A healthcare staffing firm had fragmented use of seven different conferencing solutions, and it had been maintaining its Avaya Aura Communication Manager 5.2 for more than seven years. While the firm knew it needed to move to a more current solution, it was hesitant to make the investment. It had 1,500 users who relied on a variety of collaboration tools to complete their daily work tasks, and these users were served by a single voice administrator, who was overloaded with daily tasks and maintenance responsibilities.

Rather than upgrading the existing Avaya equipment, IT leadership eventually decided to partner with a cloud communications solution provider because he believed moving to the cloud would enable the company to be more nimble at adding and removing users, increasing conferencing functionality, and improving call flow. The company worked through the process of replacing the Avaya equipment with the competitive solution, but once it had around 100 phones up and running, it realized that the solution was not the right fit for its environment. The call attendant functionality did not meet its needs, and the company's requirement for back-end integration to call recording presented a challenge. Overall, the in-the-box solution failed to meet the company's specific business requirements, which affected call flow and productivity.



The Customer's Desired Outcome

Following its failed investment in a cloud communications solution, the company would like to find a low-risk, consolidated conferencing solution with improved call flow capabilities.





The ConvergeOne Response

ConvergeOne had an existing relationship with the company's voice administrator, who served as an advocate and introduced the ConvergeOne team into conversations with IT leadership. ConvergeOne pitched an upgrade of the previous Avaya environment as the correct path forward, citing its team's deep knowledge of the Avaya environment and the very low risk that the migration of the technology to current would represent.

ConvergeOne assisted the customer in migrating Communication Manager to current release, stabilizing the environment, replacing an out-of-support voicemail with Avaya Officelinx, and improving voice-to-text functionality with a Mutare solution. The customer also invested in the Avaya Equinox suite, including Equinox Attendant and Equinox Conferencing with Web, to improve the attendant console.

Moving forward, the customer would standardize on the Avaya conferencing solution company-wide, thereby streamlining its use of technology, ensuring that every user would have the same experience, and requiring it to engage with only a single point of contact.

Results

The functionality of the call attendant has improved, as users are dealing with a more modern, sleeker interface that's simple to navigate and allows for superior call handling. The overall impact to the end users is minimal, which has saved the company from needing to invest in training for 1,500 users on completely new products. However, the administrators are being trained to ensure they are comfortable with the new releases, functionality, and administrative capabilities.

ConvergeOne is moving toward serving as the company's ongoing provider of managed services and support. ConvergeOne is also becoming involved in the company's cybersecurity strategy, which occurred after conversations with the customer revealed that it did not have a real, structure cybersecurity program and instead had only spot solutions. The collaboration side of the business introduced ConvergeOne to the cybersecurity lead, whom ConvergeOne has since counseled and coached. As a first step, the customer will be participating in a workshop as part of ConvergeOne's WAVES Methodology process.



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