

Project Scope

Migrating an existing old version IP Telephony Solution to new Cisco Unified Communications & Collaborations solutions.

Customer Overview

One of the largest regional mobile operators in the Middle East & Africa region.

A total telecommunications provider, covering a wide array of voice and data exchange services, as well as 3G, ADSL and broadband Internet services.

More than 70 branches with 2000+ employees for the HQ in one of the countries in the region

Providing innovative products perfectly suited for its customers.

One of its major successes in the region is its superior network which contains state of the art products and technologies.

Business Challenges

- Our customer needed to revamp its old legacy IP Telephony solution and migrate to a Next-Generation Unified Communications & Collaborations Technologies, to face the overwhelming increase in Communications & Collaborations Methods in a more fast and efficient way.
- Migrating this huge number of users and life running applications to the new system to ensure that the users are working efficiently even better than before.
- The migration in such environment must stick to keeping on having minimum down times, and ensure the quality of all the migrated services at all stages, in terms of keeping it efficiently and with no impact on production.
- Providing collaboration and communications capabilities to dispersed infrastructure solutions for the firm and its partners in order to maximize efficiency and productivity.
- Enable collaboration across many locations by integrating unified communication across the customer VoIP networks.
- Reduce total cost of ownership for voice systems due to international calls for remote offices.

How We Helped

In this project, our team worked in offline mode to develop the most sophisticated Low Level Design & Network Migration Plan that ensures:

- Applying the best practice in deploying each component of the solution.
- Having smooth migration with minimum planned down time.
- Launching new features & new services over the old system

In the following stage, our consultants developed an Acceptance Test Plan (ATP) document that includes all the tests to be conducted after the implementation to declare that the solution has been implemented as per the design. Then, implementation was done by CONNECT-PS experts through predefined phases with clear milestones to ensure smooth migration and quality of delivery.

Benefits for Business

We assisted the customer to gain the following benefits:

Simplified Lifecycle Management

The Cisco Unified Communications system is less costly to manage and easier in addition to new sites, consolidated directory and dial-plan administration, and lower cost upgrades.

Collaboration

Teams are able to collaborate and work effectively across cultural, time and geographic boundaries to drive the business forward with greater pace and improve customer intimacy. Business agility, including speed to market was improved by building a new network, which is seen as the platform for growth and new rich media services.

Simplified licensing

Cisco Unified Workspace Licensing will help the customer to leverage the investment in its Cisco Unified Communications infrastructure by:

Cost-effectively unlocking the full potential of every user in every workspace by providing the full unified communications workspace experience

Streamlining ordering and acquisition of applications while being delivered in one easy package

XML Services

Allowing the customer to deploy additional XML services to Cisco IP Phones sets.

Products List

Cisco Collaborations Solution

- Cisco Unified Communications Manager (CUCM) 10.5 Cluster
- Cisco Unified Contact Center Express (UCCX) 10.5
- Cisco Unified Presence 10.5
- Cisco Unity Unified Messaging 10.5
- Cisco Webex On-Premises for Secured and Scheduled Conferencing Solution
- Cisco Voice Gateways
- Cisco Gatekeeper
- Cisco End Points: IP phones Different Models & Video End Points Different Models
- Cisco Conferencing Solution
- Cisco Jabber End Points

CONNECT Cisco Certified & Verified 3rd party Applications

- CONNECT SLA Application for Cisco UCCX
- CONNECT Recording Application for Cisco UCCX
- CONNECT XML Applications

For More Information

To find out more about our services, please visit our web site: www.connectps.com