



PROFESSIONAL SERVICES

PROFESSIONAL SERVICES CASE STUDY

CUSTOMER: MAJOR PUBLIC ORGANIZATION
INDUSTRY: GOVERNMENTAL
LOCATION: EGYPT
COMPANY SIZE: LARGE SCALE





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OVERVIEW

Deployment of a large scale and highly complicated hosted PBX project.

CUSTOMER OVERVIEW

Our customer is a major public organization providing advanced backend voice and video communication services for the governmental corporates in Egypt New Administrative Capital.



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THE CHALLENGE

Our customer has launched this project to build an integrated voice and video infrastructure serving governmental entities.

The infrastructure should support multi-tenancy, hosted PBX services, unified communication, multi-vendor interoperability, and API integration.

Due to the scale and complexity level, The customer was strict in selecting an Advanced Services partner that can take the lead, actively participate in overcoming the anticipated technical challenges, and support in driving this project into success. The time and financial investment of the project was so huge that the customer wanted to engage only the best team.



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HOW OUR PROFESSIONAL SERVICES HELPED?

This project included the deployment of Cisco Broadworks platform, Cisco Unified Communication Call Managers, Cisco Meeting Servers, Cisco Contact Center, Oracle Session Border Controller (SBC), CONNECT-PS AXL Gateway, Imagicle LDAP concentration module, Attendant Console, Fax Server, and Netaxis Application Programming Interface (API) Orchestrator solution.

Our team, with accumulated experience from success stories in +22 countries, has employed our technical and methodological expertise to successfully drive the project from initiation to closure.



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HOW OUR PROFESSIONAL SERVICES HELPED?

One of the main project challenges was how to get these multi-vendor solutions working together with seamless and effective integration.

Extensive planning was the keyword. We did invest proper time in the low-level design phase, where we have been able to forecast potential issues along with the best resolution option.

Close collaboration between different teams was crucial to the overall success. In the implementation phase, we have complied the industry best practices with our wealth of experience in unified communication deployments



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HOW OUR PROFESSIONAL SERVICES HELPED?

Develop and execute the project implementation approach, where each product has been configured and provisioned as per a global implementation blueprint that was carefully developed to achieve the overall project objectives.

Orchestration was an important aspect of the customer provisioning policy. Therefore, self-case configuration has been deployed to facilitate provisioning of voice and video services with the associated billing schema.



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HOW OUR PROFESSIONAL SERVICES HELPED?

The solutions provided by the vendors did not natively support full integration at the orchestration later. To address this challenge, we have developed CONNECT-PS AXL Gateway software with needed APIs to facilitate presenting a common mediation layer to other systems including Cisco CUCM, Cisco Meeting Server, and Cisco Broadworks.

On-job training was part of our strategy, where we have closely collaborated with the customer along the way to make sure that the operation of the environment will be smooth after project completion.



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Your take-aways

- Accelerate and maximize the return of you IT investment.
- Realize technology transformations as per industry best practices.
- Achieve faster results with less risk.
- Deliver on promises based on business objectives.