

1nService Members provide a complete Communications System to facilitate vastly improved customer service and data access for a North American distributor



EXECUTIVE SUMMARY

Industry

Distribution

Business Challenge

- Outdated technology infrastructure could not support rapid organizational date growth
- Converge voice, data and video communications
- Increase computing connectivity
- Maximize employee productivity
- Increase reliability of information sharing

Network Solution

- Introduction of Cisco IP Communications for a manufacturer and distributor
- Installation of core network
- Cisco Unified Communications solutions improve call handling and agent productivity

Business Value

- Easy administration helps keep network management costs under control
- Secure, reliable network solution eases collaboration and helps improve employee productivity
- Migrating branches to the new Cisco ASA 5500 solution saves significant costs

Unified communications solution helps a major manufacturer to stay competitive and manage overhead

Business Challenge

In the most competitive market the North American manufacturing industry has ever known, a Canadian manufacturer realized that to enhance their competitive edge they would have to revamp their existing communications platform with a more robust network that converged voice, data and even video onto a large-scale Internet Protocol (IP) network. This approach would allow them the flexibility to scale their communication needs to address issues likely to arise from successfully pursuing a global expansion and diversification strategy. The decision to upgrade to a customized Cisco IP telephony and IP Video solutions would prove vital in ensuring connectivity and communication between facilities around the world, as well as a network that provides seamless coverage and a diversified menu of solutions. In addition to achieving a 12-month ROI from lowering operational costs, the company needed to provide employees an interface that would provide access to specific network resources in all-in-one solution that could support voice and data networking on the same connection.

Results

The company realized that the scope of the project, and geographic diversity, would make it far too difficult for their IT department to handle

alone. The company was looking to outsource this project to someone that

displayed best-practice adherence to accelerate deployment, maximize resource efficiency, and mitigate risk when implementing IP networking technology. After sending out the initial RFP and assessing proposals, the company chose a 1nService member company that was close to their corporate headquarters. The other key factor in their selection was the fact that this 1nService member had the ability to access multiple partner members across a wide geographic area that shared their same certifications, best-practice hierarchies, and a common goal of utilizing collaborative policies to provide the ultimate client experience. “The client was looking to increase productivity and performance through consistent, reliable, and seamless network applications and communications, all part of our suite of services from member-to-member.” stated the lead Project Manager for 1nService. “Our ability to deliver a unique single source for a broad range of services and applications across a large geographic footprint includes assessment, design, implementation, and support to provide a flexible and highly customized network design to meet the client’s diverse needs, now, and into the future.” The consensus solution was to standardize the client’s networking infrastructure using a Cisco Unified Communications solution to unify voice, video, data, and mobile applications on fixed and mobile networks so users can easily communicate in any workspace and on any media, device, or operating system. By equipping the headquarters and technical development center, as well as all remote sites, with a converged data and voice network with IP connectivity, the benefits were immediate; lower operating costs due to maintaining a single network, better end-user service with moves, adds and changes (MACs), plug ‘n play capabilities, and enhanced communication from better e-mail, voice mail and data management through unified messaging. The ability for the organization to move with greater speed and agility empowered staff, partners, vendors and customers to communicate more effectively, improve business processes, and help the company to achieve better profitability.

Solution

The client’s migration to the Cisco Unified Communications solution was important to the elimination of PBXs and associated costs at all of their locations. The 1nService team provided a complete IP Network Assessment service to help understand the effectiveness of the current network environment, review the architecture of the customer’s environment and evaluate network performance, availability, and manageability. As part of the first phase, the Cisco UC Manager 6.0 was to be adopted enterprise-wide because of its ability to create a unified workspace encompassing every combination of applications, devices, networks, and operating systems for up to 30,000 users. Cisco Unified Communications Manager provided a scalable, distributable, and highly available enterprise-class IP telephony call-processing system that delivered voice, video, mobility, and presence services to IP phones, media processing devices, VoIP gateways, mobile devices, and multimedia applications.

Across the company’s extensive footprint, 1,400 Cisco Unified IP Series 7900 phones were deployed because of their feature richness, ease of use, and their ability to provide more effective, more secure, more personal communications that directly affect both sales and profitability.

“Our particular needs were extensive, and we only wanted to do this deployment once and ensure that it grows with our needs. The Cisco solution provided us with proven methodologies for deploying, operating, and optimizing IP communications solutions, and, with the Lifecycle Services approach, Cisco and our 1nService partners are able to offer us a broad portfolio of end-to-end services to support the Cisco Unified Communications system.” stated the company’s IT Director.

Business Results

Cost savings through consolidation

This solution has simplified corporate communications, administration and support. Instead of paying \$800 to \$1000 per month for trunk lines into the facility, the Cisco UC solution leveraged existing fiber line for data communication between locations by piggybacking voice, data and video technology on top of it. So, instead of the phone calls from

one facility going out through trunk lines, they go through the data line to another facility and then out through those trunk lines. As a result, the company lowered the number of trunk lines for outgoing calls, increasing their cost savings.

Reduced operational costs

With the full Cisco implementation, now there is no differentiation in terms of access to telephony features and applications between the corporate office area and other manufacturing facilities. Access to advanced communication features in any location translates to improved communication throughout the company. Those cost savings extend globally to eliminate long distance toll charges to the International offices, giving the client convenient four-digit dialing between continents. Based on those combined savings, the return on investment for this solution is just 12 months.

Enterprise-wide convenience of converged voice and mail capabilities

With the full Cisco implementation, now there is no differentiation in terms of access to telephony features and applications between the corporate office area and other facilities. That consistent access to advanced communication features translates to improved communication throughout the company. The Cisco solution gives the client the communications flexibility required of any global organization. End users have the ability to manage their voicemail and email from any location, in any country, at anytime.

Productivity gains from increased communication

- Connect co-workers, partners, vendors, and customers with the information and expertise they need
- Access and share video on the desktop, on the road, and on-demand, as easily as making a phone call
- Facilitate better team interactions, dynamically bringing together individuals, virtual workgroups, and teams
- Make mobile devices extensions of the corporate network so mobile workers can be productive anywhere
- Innovate across the value chain by integrating collaboration and communications into applications and business processes

sales, offers great leverage in applying the collective skills of members to deliver any technology, anywhere, anytime. 1nService members receive tremendous access to new customers, markets, sales opportunities, and collaborate through best practice sharing. The collective strength of 1nService allows its members to compete against the largest integrators. 1nService is the community leading the next generation of technology delivery and service.
