

Project Background

A diversified financial services firm with over 50,000 employees in North America decided to investigate IP Telephony solutions and the possible benefits it would derive. The employees exist in call center locations, operational centers, and large office locations as well as small office locations primarily comprised of field sales individuals and home-based individual teleworkers. The client has significantly expanded their product offerings in recent years, thereby increasing overall activities of the field sales locations. The existing telephony systems supporting field sales were a collection of heterogeneous TDM stand-alone systems. The client was looking to provide a better level of support to the field sales locations in terms of telephony and product offerings and determined that a homogenous IP platform extended to the field sales locations would be a viable alternative to the stand-alone systems.

As a long-standing services provider, the client engaged H&M NetWorks to provide technical support and project management of the evaluation and selection of a new IP Telephony platform. A proof of concept (POC) was established in the field offices. The POC entailed implementing and testing Avaya and Cisco IP solutions, measuring overall capabilities, and making a selection.

Business Objectives

- Assess functionality of set features
- Evaluate integration of remote sites with contact center solutions
- Gauge long-term technical support requirements
- Measure cost-effectiveness of solutions

Solutions Evaluated

- Avaya IP Office – 100 sites
- Cisco IP – SRST – 100 sites

The Process

- Phased approach with the initial phase of site survey and readiness assessment with subsequent phase of deployment, implementation, and testing
- Project Management governed process from inception through completion

Business Benefits

- Functionality, support, and costs identified and well understood, enabling sound decision
- Streamlined deployment methodology developed for remaining locations