Case Studies

AVI◆SPL®

Customer Reference: ABRDN

abrdn

Customer Journey
4-month presales engagement that included AVI-SPL demoing Teams Phone, gathering initial high level info about the existing Cisco UCM environment followed by delivering the Modernize Communications funded workshop. Discovery workshops began in early 2023, and migrations are now underway globally.

Situation
AVI-SPL is currently providing consultancy services to migrate abrdn from Cisco UCM to Teams Phone. Abrdn's annual Cisco licensing costs are approx. £950K. At this stage we believe that migration to Teams Phone will save abrdn in the region of £400-500K per year. ABRDN's intent to rationalize datacenters and move to cloud has given AVI-SPL a compelling reason to move to Teams Voice.

Solution
- Leverage relationships & credibility achieved with MTR/Hub/Panels
- Current Teams Phone Enablement consultancy project
- Phased rollout plan provided via Modernise Communication workshop
- Positioning for Teams Phone Migration Globally
- Certified contact center and compliance recording are being discussed

Results
- Reduce costs.
- Unify services to Microsoft for easier management.
- Remove legacy licenses and devices.
- Minimize disruption.
- Align Meeting room, Telephony, and desktop strategy.
- Maximize the use of E5.

Customer Reference: Generac

GENERAC

Customer Journey
5-month presales engagement that included AVI-SPL demoing Teams Phone, gathering info from the Avaya system to ensure call functionality will be similar with Teams, and client purchasing a few Calling Plan licenses to pilot Teams Phone prior to committing to the migration.

Situation
Generac was on a legacy Avaya PBX that was not geared toward the new ways of working remotely, as well as coming due for maintenance renewal. The customer had been utilizing Teams with an E5 license and wanted a modern phone system that could utilize their existing Teams client and integrate with their cloud Contact Center. After initial consulting, Teams Phone with Direct Routing made the most sense for the customer's needs.

Solution
Generac engaged AVI-SPL to migrate their existing on-premises Avaya PBX to Teams Phone utilizing Direct Routing. We worked closely with Generac to understand their requirements, design & demo the solution, and plan the deployment. The solution includes 2 HA pair SBCs to allow for integration of critical Wi-Fi and analog phones, native Teams Phones, as well as integration of their existing cloud contact center. Deployment was a phased migration with integration between Avaya and Teams during migration, across 14 locations and includes 2,000+ users enabled for Teams Phone.

Results
- 2,000+ users migrated to Teams Phone
- Avaya compete – replaced existing Avaya PBX
- Integration with existing Cloud Contact Center

Customer Reference: City of Independence

INDEPENDENCE
•MISSOURI•

Customer Journey
4-month presales engagement that included AVI-SPL demoing and piloting Teams Phone, gathering info from existing Avaya system & existing Telco to ensure a successful transition from Avaya to Teams & new contact center, in addition to the new SIP carrier.

Situation
City of Independence was on a legacy Avaya PBX with legacy PRI and analog lines. The customer has been utilizing Teams for meetings and wanted a modern phone system with the Teams client, that also allowed for better interaction with its citizens. After initial consulting, it was determined that Teams Phone with Direct Routing was the best fit for the City, which included porting numbers from legacy carrier to new SIP carrier, along with a new contact center deployment with integration to Teams.

Solution
City of Independence engaged AVI-SPL to migrate their existing on-premises Avaya PBX to Teams Phone utilizing Direct Routing. As part of this project, the City's contact center was also migrated to Five9 and utilized the UC Adapter to enable presence lookup and call transfers between the two systems. Additionally, the City's existing phone numbers were ported to a new SIP provider as part of the deployment. The solution includes 2 HA pair SBCs to allow for failover and integration of some legacy analog devices, new Teams Certified IP phones, Conversational IVR, and recording of all Teams phone calls.

Results
- 1,200+ users migrated to Teams Phone
- Avaya compete – replaced existing Avaya PBX
- Replacement of legacy PRI with new SIP trunks
- New contact center build out with Teams integration
- Teams Compliance Recording

AVI◆SPL®