

Managed Unified Communications Services

Home Services Industry

INDUSTRY

Home services

CHALLENGE

Tasked with both operational support and new capabilities for deployment of a Cisco UC and UCC infrastructure, it became evident that the resources and capabilities for this project were lacking.

SOLUTION

CDW Managed Services for Cisco Unified Communications and Customer Contact.

BENEFITS

- Redeployment of staff to projects with clear business impact
- Real-time monitoring and reporting for voice and call center events
- Consolidated informational portal for continuous performance updates
- Critical OS patching and regular updates to latest application patches and maintenance levels
- 24x7 support



The Client

CDW's client is a national provider of home-based services, including pest control, yard care and home repair. The client currently serves residential and commercial customers through a network of over 5,500 company-owned locations and franchised licenses.

The Business Challenge

Initially, the client relied on multiple, distributed contact centers for a significant majority of its marketing, selling and servicing efforts. When this diversification became a problem through lost problem tickets, lack of integration between contact centers and difficulty managing the distributed contact centers, the client turned to Cisco Unified Communications (UC) and Unified Contact Center (UCC) infrastructure.

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As the client's branches and franchises were migrated to the UC and UCC infrastructure, ensuring comprehensive monitoring, maintenance and troubleshooting was critical to the project's success. The client's engineers were unable to properly attend to new projects and existing maintenance requirements, so the client enlisted CDW's help.

The Solution

CDW helped the client with its rollout of the Cisco infrastructure and constructed a service program for the client's voice and call center infrastructure, which provided full systems and application management for its CallManagers, Unity servers and Call Center servers.

Specifically, CDW employed Managed Services for Unified Communications, which included:

- Monitoring the client's systems
- Reviewing and escalating performance incidents
- Maintaining appropriate software security patch and bug fix status
- Resolving call quality issues
- Handling UC and UCC operational problems
- Initiating and managing hardware warranty service calls

Technology

The CDW-implemented solution included full management and monitoring of:

- Cisco CallManager
- Cisco Unity
- Cisco Contact Center
- Cisco Voice Gateways

Leveraging CDW's Expertise

CDW's Managed Services enable clients to focus on improving their core business, leaving the day-to-day management and support to CDW. CDW's engineers have years of in-depth experience managing major business environments, which enables CDW to detect and resolve issues effectively.

"While some of the change management and monitoring alerts were challenging for us initially, we now appreciate the rigor and structure this has added to our IT operations. This advancement was achieved much quicker by working with a service provider than it could have been if implemented internally."

With CDW's Managed Services, potential technology failures can be detected in advance, so they can be addressed and remediated before they result in costly downtime for clients. Depending on the selected level of service, CDW also reviews historical trend data to proactively address performance and capacity issues.

Results: Cost Savings, Code Compliance and Better Monitoring

With CDW's deployment of Managed Services for Cisco UC and UCC, the client was able to save money by redirecting its staff towards improving business functions and implementing new application capabilities. The client was safe in the knowledge that CDW was fully managing and watching its network for security incidents.

CDW's solution provided real-time monitoring of the client's systems via NimBUS, CDW's monitoring software. Reports and detailed device information were available to the client via the Client Operations Portal (COP), which is the source for client-specific operational status and support documentation. COP provides a comprehensive view of clients' managed environment through a variety of reports, providing a real-time view into clients' networks, allowing for easier problem diagnosis, and supplying a better measure of network capacity for planning purposes.

During implementation of this service, the client's project manager complimented on CDW's flexibility, thoroughness and expertise, "While some of the change management and monitoring data was challenging for us initially, we now appreciate the rigor and structure this has added to our IT operations. This was adopted much quicker by working with a service provider than it could have been through internal support."

To find out more information on how CDW can help your business, call 800.800.4CDW.