

Collaborative tools & Softchoice Keystone Services

deliver simplified infrastructure for global Professional Services firm

softchoice
CASE STUDY

Business Challenges

The firm operates across multiple international time zones 24x7x365. Access to continuous connectivity and real time information was an important driver in its decision to rebuild its communications infrastructure to simplify overall management and reduce operating costs.

Increasingly staff was moving between sites, working from different regional offices, depending on the location of clients. The firm recognized that it could significantly enhance productivity and positively impact the bottom-line by deploying a more efficient mobile infrastructure.

The firm engaged Softchoice to plan and implement two Cisco core call control systems pilots to test the proposed new unified communications infrastructure.

Softchoice Solution

Following the successful completion of both pilot programs, the firm asked Softchoice to deploy the solution across Canada providing:

- Consulting and planning services to align UC strategies with the firm's business objectives across the country
- Network integration services to ensure performance, availability and reliability of the infrastructure
- Deployment services to ensure smooth implementations at each location
- Softchoice's Keystone Essentials and Monitoring Services provide 3 levels of voice monitoring support, ensuring a continuous high quality of service to end users. Keystone Essentials allows the company to remain within budgetary constraints by utilizing its internal resources where available, but relying on Softchoice's expertise to provide support in locations where there are no internal resources.

With the firm's infrastructure being mission critical, cutovers to the new UC environment had to be accomplished with as little impact to the business as possible. The largest cut-over for 2,000 staff was completed over a weekend. When users came in on Monday morning, their new UC environment was up and running and business was as usual.

To ensure technical staff could manage simple support in their environment, extensive knowledge transfer was provided by Softchoice consultants to the firm's staff during each location's implementation.

Business Outcomes

Following implementation, Softchoice continues to provide ongoing consulting and professional services including delivering additional onsite resources for relief during staff shortages and helping the firm manage its security position by planning and installing a Cisco Firewall.

Keystone Essentials Services continues to support the environment, providing technical support, maintenance and mentorship services, to protect the firm's IT environment and provide internal resources with the knowledge required to manage its advanced technology infrastructure. Keystone Monitor provides 24x7x365 visibility and support of the firm's UC voice systems, to ensure reliable, consistent service.

Recently, Softchoice completed another major upgrade to the voice environment and is currently implementing Cisco Telepresence.

Softchoice provides management and monitoring capabilities that were prohibitively expensive to run in-house. Softchoice gives us 24x7x365 visibility and support of our managed systems."

IT Manager
professional services firm

Case Study Snapshot:

Unified communications (UC) was mission critical to this firm's mobile workforce, enabling staff to keep in touch with each other and making it simpler to get things done faster. Softchoice Keystone Essentials provides a solid foundation of ongoing technical support, maintenance and mentorship, ensuring the infrastructure is secure, reliable and always available.

Client Profile:

A multinational professional services firm, it provides industry-focused assurance, tax and advisory services globally. The Canadian office has over 25 locations and 6000 employees.

Verticals:

+ Professional Services

Geography:

+ Global

Technologies involved:

+ Unified Communications
+ Keystone Essential Service