

## Solution Summary

- ProSys' consultative approach demonstrates how to extract additional value from existing systems and equipment without the cost of a total replacement.
- Cisco Unified Communications Manager enables organization-wide standardization, supporting a full range of collaboration services including video, voice, instant messaging, presence and mobility.
- Cisco Unified Contact Center Enterprise upgrade resolves performance issues, resulting in improved contact routing, better customer response and reduced costs.
- Consolidated management and reporting tools enable a single-pane management console, improving change control and enhancing the decision-making process for strategic business initiatives.
- Network upgrades enable significant cost savings by eliminating maintenance fees.
- Replacing fixed phone lines with SIP circuits reduces costs and enables greater flexibility.

## Communications Infrastructure Upgrade: Healthcare

One of the nation's largest distributors of optical products and a leading provider of practice management services for eye care professionals sought assistance from ProSys to revamp its critical communications infrastructure. Recent mergers left the organization with disparate telephony and workforce management systems, requiring significant effort to consolidate reports and leverage work force members. Additionally, end-of-support issues were looming for the contact center platform used by 350 agents across sites in three states.

The customer initially requested a bid for a wholesale replacement of the contact center platform, largely due to a history of support issues with a previous vendor. However, ProSys took a more consultative approach and demonstrated that with upgrades, selective replacements and additional applications, the customer could have a system that supports all of its business requirements at a little more than half the cost of a total replacement.

### SOLUTION

Following a comprehensive site survey, ProSys designed a Cisco-based communications network that would serve the entire organization's telephony and contact center needs with high availability and low cost of ownership. ProSys began by upgrading the customer to the latest versions of the Cisco Unified Communications Manager call-processing system, Cisco Unified Contact Center Enterprise platform and Cisco Unity unified messaging system.

Leveraging its expertise in networking technologies, ProSys also made key modifications to improve flexibility, reduce risk and cut costs. ProSys upgraded the IP LAN / WAN infrastructure at each of the customer's seven locations across four states, and leveraged SIP circuit technology across the WAN to eliminate dependence on traditional telephone lines.

### RESULTS

The solution allowed the customer to meet its aggressive two-month integration timeline following the merger. With the upgrades, all branch locations and users across seven geographically distinct locations were simultaneously integrated onto a single, unified platform with consolidated management and reporting tools. Upgrades and modifications to the contact center platform cost dramatically less than a new solution while eliminating performance issues to deliver lower operating expenses. Replacing traditional fixed phone lines with SIP circuits cut costs, improved scalability and enabled more choice and flexibility.