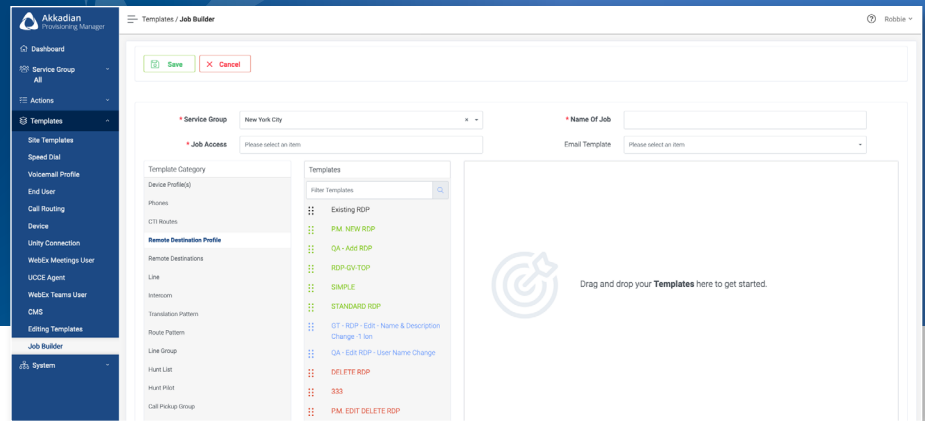


CASE STUDY

Akkadian Provisioning Manager™



Automation Helps UC Team at a Bank Focus on Strategic Initiatives

COMPANY

One of the nation's premier community banks.

CHALLENGE

Empowering the UC team to focus on strategic projects.

SOLUTION

A fully automated provisioning solution.



About our Customer

With around 5,000 employees, this bank maintains a lean unified communications (UC) engineering team, with only 3 voice engineers maintaining all their UC systems—averaging around 20 MAC-D ticket requests a day.

Challenge: Shifting the IT Mindset from Operations to Engineering

As the call volume and agent count grew, the team had to migrate their customer contact center over to Packaged Unified Contact Center Enterprise (P-UCCE). With only 3 voice engineers, they needed a tool to help streamline and standardize the configuration process. In addition to keeping their team lean, they were also looking to offload common tasks to their HelpDesk (Technology Support) department and shift the focus from day-to-day operations towards more strategic organizational initiatives.

The Solution: Pre-set Templates, Role-Based Access, and Native Active Directory Integration

Akkadian Provisioning Manager's preset templates and single-pane-of-glass approach was exactly what they needed to help move the UC team towards more engineering-focused. "Provisioning Manager is definitely the reason we're able to switch from doing the operational tasks 80% of the time, and

Features at-a-Glance

- Workflow Automation
- AD/ServiceNow Integrations
- Role-based Access
- Bulk Processing
- Self-service Portal
- Multi-cluster Support
- DN Management
- Remote Phone Control
- Contact Center Provisioning
- High Availability
- Reporting/Audit Trails

“Provisioning Manager was
employee of the month.”

Network Voice Manager

working on strategic projects 20% of the time to now we're doing 20% operations and 80% project work,” says this bank's Network Voice Manager.

Role-based access also played a significant part in this process. According to this bank's Voice Architect, “It's allowed us to start pushing tasks to other teams. Whereas before the HelpDesk wouldn't really know how to reset a voicemail pin or wouldn't know how to provision a phone.”

One of the most helpful features for this bank's team was Provisioning Manager's native Active Directory integration. “Before, when any employee was entered into the termination list, we used to go in and manually delete everything. Now, as soon as that employee is entered into the termination Active Directory group, Provisioning Manager just does its magic and automatically offboards the user.”

Response to Covid-19 Outbreak

One thing this bank's team had not anticipated was a global pandemic. In March of 2020, their main call center locked down. They had to figure out how they were going to provision call agent capabilities to branch employees to fill in for the call center.

In a matter of days, the UC team was able to provision Jabber phones for 1,000 branch employees. The timing for a solution like Akkadian Provisioning Manager couldn't have been better.

Prior to Akkadian Provisioning Manager, provisioning a call center agent took around 30 minutes. With only three engineers provisioning 1,000 employees, it would have taken weeks to do that. “We were able to add all 1,000 employees in a day because of Provisioning Manager,” says its Network Voice Manager. “The joke was that Provisioning Manager was employee of the month.”

Conclusion: An Engineering Mindset Thanks to Akkadian Provisioning Manager

After deploying Akkadian Provisioning Manager, the UC team was able to effectively streamline the provisioning process. “The amount of projects that our team is now able to complete has significantly gone up, strictly because of the automation,” says its Network Voice Manager. “We can now focus our engineers on project work, instead of just day-to-day operations. Instead of spending three days a week doing MAC-Ds, now we're spending just a few hours.”

Want to learn more?
Schedule a Demo

ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

Technology is complex. We make it simple.



FEB22

Contact Us to Learn More About Our Software Products
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