



HOW AUTOMATION STANDARDIZED JOB TEMPLATES UNLOCKED NEW EFFICIENCIES

COMPANY

One of the nation's leading kidney health and dialysis providers.

CHALLENGE

Creating efficiencies during an operational resource model transition.

SOLUTION

Akkadian Provisioning Manager standardized configurations making the transition simple.

ABOUT OUR CUSTOMER

With a lean UC team, our customer runs a robust customer contact operation, maintaining 18 separate call centers and around 1,200 agents. They operate in the on-prem Cisco UC environment with version 12.5 of Voice and version 12.6 of Contact Center.

At first, our customer was looking for ways to unlock new efficiencies and time-savings through automation. As their workload increased, they found they were bogged down with MAC-Ds and other manual configuration tasks. With only nine engineers at the time, they needed an automation solution that could help them streamline and standardize their configuration process.

ENTER AKKADIAN.

CHALLENGE

Building New Efficiencies While Navigating an Operational Transition

A couple of years later, after signing on with Akkadian, our customer was faced with an internal initiative across all UC and IT teams to switch to an offshore resource model. Internal teams were forced to adapt quickly, and those that remained were tasked with training and delegating work to new offshore teams.

The good news is Akkadian Provisioning Manager was already in place. The UC team already had standardized job templates, role-based access and single-pane-of-glass functionality to make this transition easier.

LET'S EXPLORE WHAT THAT LOOKED LIKE.



SOLUTION

Automated Provisioning with Job Templates & API Integrations

Armed with what they needed to address the new resource model, the UC team got to work. Using the job templates they already had in place, they were able to quickly and effectively train the new offshore team. Akkadian Provisioning Manager made work easy by keeping templates in one place – so there was no need to log into Unity, PCCE and Call Manager.

The standard configurations helped our customer smoothly transition to an outsourced resource model when the time came. In fact, the process was so efficient that the UC team transitioned about **30% faster than their other IT teams.**

ADDED VALUE

Simple RedSky Integration

When a series of new laws and regulations put our customer's compliance at risk, Akkadian provided an easy solution. Without Akkadian, the new configurations needed to be in compliance would have been another major project. Thankfully, **Akkadian can connect to E911 solutions provider, RedSky, via API triggers making compliance simple,** saving our customer even more time and resources.

CONCLUSION

Akkadian Provisioning Manager Leads to Short-Term & Long-Term Success

This customer shows the importance of being proactive about creating new efficiencies through automated UC provisioning. When standardized templates and automated processes are in place, new changes are much easier to manage.

“
**AKKADIAN
IS A
FORCE
MULTIPLIER.**
”

Lead Collaboration Engineer

**NEED HELP
AUTOMATING
YOUR UC
OPERATIONS?**

Talk to Akkadian

ABOUT AKKADIAN LABS

Collaboration 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.

PROVISIONING WITHOUT THE PROCESS.



Contact Us To Learn More About Our Intuitive Software.

sales@akkadianlabs.com | www.akkadianlabs.com | 1-800-818-4128 | Copyright © 2023 Akkadian Labs, LLC.

