**Akkadian**
Provisioning Manager™

# SIMPLIFYING PROVISIONING WORKFLOWS IN MULTI-SITE HEALTHCARE ENVIRONMENTS

## COMPANY

One of the nation's leading cancer care and research institutions.

## CHALLENGE

Deploying thousands of devices and Jabber accounts efficiently with minimal time and training.

## SOLUTION

Akkadian Provisioning Manager for bulk deployments with standard settings.

## ABOUT OUR CUSTOMER

As one of the leading cancer centers in the United States, our customer boasts over 20,000 employees, 18,000 handsets, and hundreds of video-enabled rooms deployed across 38 sites.

Manual device, user provisioning, and deployment processes could take close to 20 minutes per user. With over 18,000 Cisco handsets and complex UC workflows, it became evident an automation solution was necessary to clear up the number of tickets the voice and collaboration team was fielding each day.

**THEY TURNED TO AKKADIAN.**

## CHALLENGE

### MANAGING LARGE PROVISIONING WORKLOADS QUICKLY AND EFFICIENTLY

Before deploying Akkadian Provisioning Manager (APM), our customer was struggling with inefficiencies across their voice and collaboration network. Manual phone configurations took too much time and incorrect configurations generated a large volume of support tickets. Voice engineers were involved in day-to-day moves. Onsite technicians and Help Desk had little to no access. All of these challenges made day-to-day provisioning work difficult and bulk deployments nearly impossible.

**WITH APM IN PLACE, THESE PROBLEMS BECAME A THING OF THE PAST. HERE'S HOW.**

## SOLUTION

**Templated Jobs from Akkadian Provisioning Manager**

Thanks to Akkadian Provisioning Manager our customer was able to create job templates that made provisioning and deployment simple. All devices and Jabber accounts now have standardized templates. Additionally, APM allowed our customer to securely offload provisioning work to their Help Desk thanks to effective role-based access.

## RESULTS

**Fast Bulk Deployments and a 30% Reduction in Service Tickets**

These improvements from APM were put to the test during the COVID-19 Pandemic. As work-from-home protocols were put into place, our customer needed to quickly deploy Jabber accounts. Thanks to existing templates in APM, they were able to create 5,000 new Jabber accounts in just two weeks, saving countless hours.

APM also helped them complete the largest phone deployment project in company history. With configured templates they were able to bulk upload the new phones to Call Manager, and deploy the phones quickly with configurations already in place. That allowed the voice team to enlist the help of other IT divisions to connect the phones without the need for any training, saving even more time.

## CONCLUSION

**APM Provides Value Now and in the Future**

APM is an all-purpose provisioning tool with flexible connections. Our customer isn't sitting on their laurels. They have plenty of other projects in the works, and APM will play a critical role in getting them across the finish line.

> **APM HAS BECOME A CRITICAL TOOL.**
>
> **Manager, Voice & Collaboration Infrastructure**

## NEED HELP SIMPLIFYING YOUR PROVISIONING WORKFLOWS?

**Talk to Akkadian**

**ABOUT AKKADIAN LABS**

We create software that helps people collaborate and work faster, with provisioning products and solutions that integrate Unified Communications environments as well as other business-focused enterprise applications.

**PROVISIONING, WITHOUT THE PROCESS**