

Executive Summary

Problem: *Global network equipment manufacturer finds large-scale IPT deployment while cutting expenses and maintaining high internal customer satisfaction outside of core competency.*

Solution: *Instant Networks and parent company selected for deployment and on-going support of multi-campus converged network solution.*

Result: *Instant Networks delivered on a highly successful implementation and continues to provide operational support and management of corporate and field sites.*

Success Story – Global Enterprise Network Equipment Manufacturer

Instant Networks and its Parent Company Implements & Supports 23,000 IP Phones for Equipment OEM

Problem

The customer is a global network equipment manufacturer. Strategically they decided that, while manufacturing equipment was certainly their core competency, managing a large implementation was not.

One major problem standing in the way of an IPT deployment on a converged network was a giant legacy PBX phone system. The mere consideration of internally leveraging precious resources to migrate from PBX to IP was daunting. This customer required an outsourced solution to migrate its existing voice legacy system to their new VoIP solution. They also wanted to outsource the support and maintenance of the VoIP network since this too was beyond their primary business mission. All of this needed to be accomplished while cutting expenses and maintaining high internal customer satisfaction.

Solution

STS and its networking solutions division, Instant Networks, enjoy a reputation of many years as a provider of outsourced implementation and support operations to this global 1000 company. Because of this, the customer selected STS to provide the much-needed expertise needed to implement 23,000 IP phones in a multi-campus environment encompassing some 50 buildings.

Significant planning and analysis was required to complete the overall deployment plan for the operation. Such planning included prototyping, testing and QoS modeling. Key to a successful deployment was the creation of a “Day 2” support organization that would service any request made by internal employees who used the new IP phones. This Day 2 support would have to be measured and provided independently since it was not a core competency of the customer.

Result

The result of this project punctuates a long and prosperous relationship with this customer. After a successful implementation phase, STS, with Instant Networks, have continued to provide operational day to day support in the areas of monitoring, management, problem escalation and resolution. The Company manages both Corporate and Field Sites which include:

- > 6 corporate sites
- > 6 engineering sites
- > 11 showcase sites
- > 60 field offices in North America, Canada and Latin America supporting 23,000 IP phones

In addition to the IPT Network, STS manages the day to day operational support for a very large and complex corporate production LAN environment. The STS outsourced solution has been cost effective for the customer and has met or exceeded all of the client's SLAs and customer satisfaction requirements.

About Instant Networks

Instant Networks is a SMB networking solutions division of a decades old technology firm that has been implementing and supporting VoIP since 1998 - virtually since it first became commercially viable. We are proud to be a certified Premier Partner and reseller of Cisco Systems, the single largest provider of business telephones and telephony systems worldwide. Almost 18% of all business telephones in the world carry the Cisco brand of quality and reliability.

Instant Networks specializes in the delivery of turn-key and affordable business communications systems built on Cisco networking and communications products. Our intelligent Data, Voice and Video networking solutions create productivity enhancements and accelerate competitive performance for every business.

If you are in the market for a new telephone system, or if you simply want your business to be more competitive and more productive, consider Instant Networks' VoIP solutions today. Our Trusted Advisors can help you identify the strategic and financial factors in choosing the right networking solution for your needs.