

## Universal Customer Reference – IPT & Data Center

### Technologies & Services Implemented

Cisco Communications Manager

Unity Connection Voicemail

Cisco IP Phones

Cisco Catalyst 6500 Switches

Cisco ASR WAN Routers

Cisco ASA 5520 Firewalls

Cisco WLAN Solution

Universal Professional Services

Universal Managed Services

Universal Network Services

### Moving Technologies and People

Universal e-Business Solutions has consistently focused on large financial firms and their unique communications needs. During the second quarter of 2008, a New York-based securities firm was in the process of separating from its parent firm.

Several challenges were immediately identified during the discovery phase:

- No additional IT staff would be allocated as a result of the separation.
- Project support would transition from the parent firm to the new firm.
- All on going migration and Day 2 support would be the new firm's responsibility.
- The new space was in a new building without network connectivity.
- Completion by March 2009 was a requirement.

Universal worked quickly to develop a solution and strategy with complete planning, design and implementation services for the new IP infrastructure and migration from the NEC PBX system.

## Targeted Deliverables

Universal quickly needed to show how IP Telephony would deliver on the firms business plans to decrease their support costs and help meet the stated business goals.

Universal demonstrated:

- Targeted cost savings.
- New capability documentation treating IP Telephony as an application, not just a phone replacement.
- IPT Best practices methodology
- User and system migration plans and how it would impact them.
- Complete and validated Bill of Materials and support costs
- On going support reduction through Universal Managed Services

Through expert planning, communication, teamwork and a clear understanding of the user requirements, Universal was able to show the benefits of our team while removing the typical complexity and delay around relocating people and technologies.

Universal eliminated the need to retrain the organization and provided end-to-end planning, implementation and on going support with a turnkey, solution that reduced 23% of the estimated project costs and delivered it six-months sooner than anticipated.

## Experienced Vision is Key

Our Professional Services team developed a holistic approach to the entire project and was the prime point of contact for all aspects of the solution. Our experience and extreme focus on the details allowed us to quickly and consistently maintain project timelines and complete the installation.

We set out to ensure success by addressing the following up front:

- Establish a cross-functional team – users, executives, steering team, program manager and a core team covering financing, technology and support.
- Ensure Executive Sponsorship – We provided the client executives the crucial benefit information needed to get users and technical teams on board with the changes and help set the tone of the plan.
- Focused on understanding the end user requirements and communicate each phase of the solution to manage expectations.
- Build the right team for the client composed of voice and data experts experienced with financial firms.
- Clear and accurate documentation for migration, dial plans and growth plans.
- Assigned the project team, developed the overall project plan, set the communication plan and identified critical users and user training needs.
- Sensitive to operational changes and new support model.

“Our experience with the Universal team has been great. I don’t think we would have been able to get it all done ourselves and certainly not this fast.” – said the Director of Network Infrastructure.

“We moved to a new building, built new user and data center space and installed half a dozen technologies – all in about eleven months from start to finish. Who can really do that well that doesn’t do it all the time? Universal really has become our go to partner.”

## From Here to There

As a “greenfield” installation and a big move, Universal was responsible for completing all site survey’s and assessments for the new location. From power, cabling, raised floor and actually negotiations with the building owner, Universal delivered a complete picture and plan of what needed to be done.

As part of the solution, our Universal Network Services team also provided the client with physical MPLS and Ethernet network connectivity implemented nearly 80% faster than other providers and at a cost competitive rate with 24x7 monitoring and management.

Our migration planning services provided:

- LAN design and standardization
- QoS requirements
- WAN Infrastructure requirements
- Network Provisioning
- VLAN provision for voice and data
- Voicemail integration from Octel to Cisco Unity Connection
- Site survey’s and configurations

## The Handoff

As a managed client, this firm received a complete solution without the challenges, costs and delays of retraining staff and learning on the job in a production environment. By utilizing our experience and cost competitive service offerings, the customer experienced smooth, day-two support and a higher level of overall project satisfaction.

Our complete documentation of the process and planning allowed the customer to understand in detail how and why the migration to IP Telephony was successful and assure demonstrate the increased flexibility of their extended environment.

## About Universal e-Business Solutions

Since 2000, Universal has enabled people to focus on their business, its productivity and competitive advantages. Our complete, managed services and advanced technology solutions deliver the confidence and cost effectiveness necessary to run and grown any business with less overhead and improved efficiency.

As a provider to some of the fastest growing firms in the New York area, Universal has been at the center of the Unified Communications and Advanced Data Center market delivering excellence and exceptionally high customer satisfaction.

Universal's lifecycle project management, expert industry consultants and high attention to detail supports hundreds of customer devices, users and installations with personalized services and 7x24, comprehensive monitoring and management.

Universal E-Business Solutions provides complete Managed WAN Services, Network Operations Center monitoring, advanced IP communications, network infrastructure, security, mobility and data center solutions, consulting, design, deployment and support.