Redesigned Voice and Data Network Infrastructure for Global Education Company

Industry: Education

Employees: 1,500

Location: California

Budget: $15 M

Duration: 2 Years

Business Need

An international education company wanted to improve the reliability of the VoIP environment and migrate the telephony infrastructure as part of an enterprise-wide initiative to relocate their existing on-premise technology to a hosted environment. The initiative sought to improve operations and efficiencies by standardizing their telephony platforms and configurations by upgrading the existing infrastructure at several contact centers and across 110 campuses in North America.

Requirements

Conduct site assessment of existing VoIP network and telephony landscape for over 100 sites including 6 call centers.

Migrate on-premise technology to a hosted environment, establishing a highly resilient solution for 24/7 operations.

Manage communications, budgets and vendor selection for the program, with zero downtime to call centers and business lines.

Solution

Developed IT infrastructure and VoIP and Telephony design schematics; collaborated with vendor and teams for on-time and accurate delivery of facility.

Procured, delivered, and implemented innovative technology by overseeing vendors and client teams to ensure success.
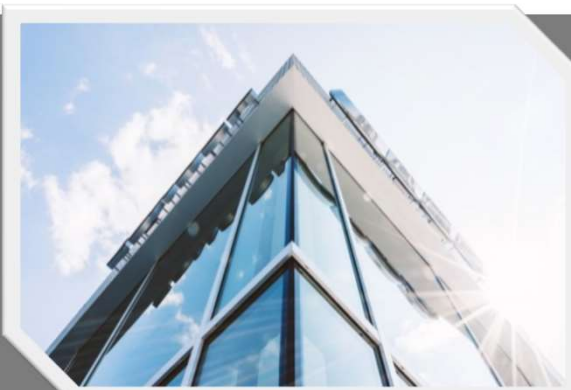
Aligned IT, infrastructure, and deployment timelines to ensure systems premiered on time, allowing for critical applications to support production.

Outcomes

Improved scalability and reliability of enterprise phone system

Reduced operating costs of telecom environment

Minimized risk of operational failure

About Thinkbox

Thinkbox Technology Group ("Thinkbox") is an independent consulting firm providing IT strategic services with high caliber IT project manager and design professionals. Our business partners value our in-depth knowledge of industry trends and economically responsible initiatives, which provide clients with solutions for today and prepare the client landscape for future technologies.

CaseStudy-Education-US-200 | View more case studies at thinkboxtg.com/customer-stories