

Company Description

PricewaterhouseCoopers (PwC) Luxembourg is the largest professional services firm in Luxembourg with 2,450 people employed from 55 different countries. The company provides audit, tax and advisory services, including management consulting, transaction, financing and regulatory advice to a wide variety of clients. These clients range from local and middle market entrepreneurs, to large multinational companies, operating from Luxembourg and the Greater Region. They help their clients create the value they are looking for, by giving comfort to the capital markets and providing advice through an industry focused approach.

Company Challenges

Early Q4 2014, PwC moved to a new building to welcome all of its employees in a single place. During this process, PwC decided to renew its entire IT infrastructure and deploy the latest Unified Communications (UC) technology including roaming phone profile, collaboration client, voicemail and mobile with single number reach (SNR).

Fast adoption and autonomy on new UC software was one of the most challenging business issues for PwC. Indeed, bringing such cutting edge technology to employees meant that there were many new complex systems for the IT team to deal with and this usually generates configuration mistakes. Substantial training programs were also necessary to ensure that the team was able to manage all systems and even then it still took a couple of weeks before IT staff were comfortable with the entire solution.

On top of that, the company growth pace inherently results in frequent changes and increased operational time spent on the UC infrastructure, compared to a traditional telephony system.

Solution – Agile Provisioning

Based upon the challenges above, Flexcom alongside strategic Partner Dimension Data deployed the Agile Provisioning application to PwC.

The web application, which was developed exclusively for Cisco Unified Communications environments, supports Call Processing, IM and Presence and Voicemail applications, resulting in a single interface to manage the entire UC infrastructure.

Flexcom committed itself to providing with a pre-configured system to ensure that any mistakes were avoided, along with a high time and cost saving-and backed by the security of knowing that no more than a couple of hours of product training would be needed to enable full autonomy for the IT

team. Thanks to different mechanisms developed in Agile Provisioning, Flexcom provided a great solution.

User Profiles integrated in the application enable PwC to display only what they require, meaning that the configuration page of a device reduced from almost 200 fields to 15. This number represents the few parameters that IT staff may have to change on a daily basis (eg. “Pickup Group”, “Forward”, “Restrictions”, “Display” and “Alerting Name”). It significantly decreases the time IT staff spend finding the right parameter to modify and avoids any mistakes by hiding every irrelevant field.

Templates and tasks are by far the most time and cost savings features available in Agile Provisioning. Indeed, each employee at PwC belongs to a UC category, meaning that they have different kinds of devices and services depending of this category. From the trainee with a single device to the partner with five different communication devices, PwC has several UC categories to manage and strictly consider. After analysing each category, Flexcom created the corresponding tasks including the full set of devices and services for each of them. Tasks configuration brings to the customer a complete keyboardless creation process, preventing misspelling, mistyping, and misconfiguration.

PwC IT Staff now only need a couple of seconds to create and configure the telephony environment for a new user, no matter which UC category the person belongs to, with 0% error rate.

Agile Provisioning Benefits

On top of the previous features, Agile Provisioning provides a wide range of functionality, enabling IT staff to be rapidly efficient and autonomous, no matter what their knowledge level is like in Unified Communications.

- ✓ **Multi devices creation:** Create a complete phone environment in a single action for your new employees, including desk phone, device profile, jabber client, dual-mode phone with SNR and voicemail
- ✓ **Multi-tenant system:** Split your UC infrastructure by entities and delegate administration rights to multiple users
- ✓ **Mass deployment:** Deploy a large number of devices in a couple of seconds with a unique system which doesn't require any phone mac address
- ✓ **Pickup group:** Quickly assign several lines to a Pickup group
- ✓ **Line group:** Smart management of Line group
- ✓ **Voicemails:** Easy administration of voicemails
- ✓ **Inventory:** List your CUCCM devices depending on their state
- ✓ **Selfcare portal:** Enable all users to perform multiple actions for their personal telephony environment like SNR management, graphic Speed dial & BLF edit, Forwards, and Pin Code management

Conclusion

Agile Provisioning can dramatically reduce the complexity and time to deploy Cisco IP phones, together with the full range of collaboration services.

As new people are added to your organisation or when changes are needed, it's essential that users are productive as quickly as possible. Agile Provisioning will ensure your employees are operational in a fraction of the time. In reality, this could reduce the time to deploy from hours to minutes per user. Collaboration services such as Mobility, Presence and voice mail can be applied in single, easy to use web portal.

Agile Provisioning is a user-friendly, intuitive tool, meaning that a user is not dependent on a network administrator to carry out the work. Less experienced and a fewer number of operations staff are able to ensure business continuity and drive higher levels of productivity.

As Start-up, SMB or large Enterprise, Agile will transform the way you manage your organization's productivity and help drive down the cost of IT admin.

Customer feedback

Pascal Catalogna, IT Manager @ PwC

"At the very initial step, we explained our requirements to Dimension Data. They introduced Agile Provisioning to us, which we understood to be a tool to manage the daily tasks of our Unified Communications infrastructure. Thanks to the product's granularity, Flexcom provided us with a custom solution which met our requirements. Indeed, there was a huge staff turnover in the company and thus we had to set up the environment for new colleagues as quickly as possible. This meant that multiple devices and services needed to be activated, where this would normally take up to 20 minutes to configure a single user within our Unified Communications infrastructure. Today, with Agile Provisioning, it's about 3 clicks and 10 seconds to build an operational end-user environment. On top of that, the software avoids errors during the creation process, since it is based upon a customised template, so everyone can use it even without specific knowledge about telephony"

Serge Olivo, Converged Comm. Business Development Manager @ Dimension Data

"As a major partner of Dimension Data, Flexcom helped us to provide PwC with a productive tool to manage the next generation UC infrastructure for the new building "Crystal Park". We worked together to bring the best solution about the way to create, modify or change the collaborative workspace of every users. PwC can now deploy a complete set of devices in a few seconds with a totally keyboard free process. The solution absolutely met customer expectation, and we're proud of that. Six months after Agile Provisioning deployment, a quick analysis revealed that PwC IT Staff were spending 85% less time, managing UC daily tasks which represents a substantial economy for the IT department and a strong increase of team productivity for all other projects"

Flexcom
16, av. G-D Charlotte
L-3440 Dudelange
Luxembourg
+352 26 15 11-1