

➔ *The Problem*

A large firm with close to 800 employees across 20 locations lost all their IT employees at once.

The new, very limited IT team was charged with “cleaning up” and streamlining current voice, data, and security systems, as well as ensuring ongoing management of all network assets. With no history or help from the prior IT group to make sense of what was already in place, Cynergy stepped in.

Together, we uncovered a confusing mess of disparate pieces – an outdated network; old, un-serviced equipment like phones, routers, switches and firewalls; burdensome processes for moves, adds, changes and reporting, and a pile of invoices in need of an audit.

➔ *What We Did to Help*

First, we took inventory of all existing equipment and contracts. We conducted a full audit of all invoices, users, circuit information, phone numbers, routing, security, and interviews of various groups within the organization.

From there, we created a plan to transform the network to the client's ultimate vision: limited vendors, full visibility into the network for performance and troubleshooting, a high-level SLA, and all functions secure in the cloud.

The entire project was managed by our internal group to keep carriers on-task and organized. We brought in every resource – including wiring and install – from start to finish. We also held weekly C-level calls to ensure all hands on deck.

To meet the client's goals, we ultimately deployed:

- Dual access internet service (multiple networks) to replace old, single MPLS connection
- SD WAN for added redundancy/network availability with a single pane of glass to monitor the network
- Managed Firewalls on Premise replacing outdated firewalls
- Decommission, premise-based phone system with cloud/hosted PBX
- A call center with various reporting options
- Penetration & Vulnerability assessments for compliance, along with an ongoing security plan
- Companywide Anti-virus protection
- Deployment managed POE switches with remote access

Results

- Consistent platform across all locations.
- All billing and customer care streamlined.
- Everything in the cloud, secure and compliant.
- Portal to monitor and report on the health of the network and phones and enhance profitability and customer experience.
- Proactive trouble alerts sent to carriers automatically.
- 40% reduction in monthly spend.
- “Future Proof” set up – easily add or remove assets without disrupting the entire company.

Contact Us

➔ *The Problem*

A rapidly-growing company's infrastructure was unable to support its current growth or future growth goals.

The company was using three different providers to handle leads, call center strategy and the actual call center itself. They were using outdated phones and an outdated network – which raised security and compliance concerns.

As a result, the company was unable to get any helpful reports to determine productivity or profitability of call center processes, and there was no way to streamline adds and changes as they continued to grow. They needed a solution that would allow them to upgrade and make changes easily moving forward.

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From there, we created a plan to transform the network to the client's ultimate vision: limited vendors, full visibility into the network for performance and troubleshooting, a completely streamlined and reportable Call Center infrastructure, and all functions secure in the cloud.

The entire project was managed by our internal group to keep carriers on-task and organized.

To meet the client's goals, we ultimately deployed:

- Dual access internet service (multiple networks) to replace old, single MPLS connection
- SD WAN for added redundancy/network availability with a single pane of glass to monitor the network
- Replace current Hosted provider with a new cloud /Hosted provider that seamlessly combined the call center with the corporate staff
- Upgraded the Call center to provide Work Force Management, Quality Management and Speech Analytics to better manage call center personal
- Upgrade the call center to allow outbound dial campaign
- Full collaboration suite that the entire organization could use

Results

- Consistent platform across all locations.
- Everything in the cloud, secure and compliant.
- Portal to monitor and report on the health of the network and phones and enhance profitability and customer experience.
- Proactive trouble alerts sent to carriers automatically.
- 400% increase in call center productivity
- Call center productivity reports to uncover coaching opps
- "Future Proof" set up – easily add or remove assets without disrupting the entire company.

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