



City Government Agency Transitions to VOSS, Saving Time and Money

The Challenge

This City Government Agency wished to transition away from Cisco Unified Communications Domain Manager (CUCDM) and chose to evaluate VOSS against some competing vendors. In addition to requiring higher levels of automation from the new management tool, they wanted to improve and streamline their bulkloading process.

The Solution

After careful evaluation, the City Government Agency chose the VOSS digital workplace management suite to significantly improve the service delivery and management capability offered by CUCDM. There were four key reasons behind this decision:

- A strong Cisco HCS relationship and excellent knowledge of the Agency's platform
- In-country support and technical resources, plus follow-the-sun helpdesk
- Existing commercial contracting vehicle
- Superior product feature sets for Cisco UC

VOSS value

VOSS enables the City Government Agency to manage its entire Cisco estate and related elements – and any other vendor solutions they have in their environment – from a single point of control. Advanced automation and zero-touch workflows save the Agency both time and money.

In addition, VOSS' Business Admin Portal and LDAP integration for single sign-on promote devolved administration and end user self-service, freeing sysadmins to focus on more challenging tasks while improving the end user experience.

**City Government
Agency
introduces VOSS
automation and
zero-touch
workflows to
streamline
business
processes, fuel
productivity, and
enhance the
employee
experience**

