In association with

NTT Group

THE CHALLENGE

A large American multinational conglomerate with over 90,000 employees approached VOSS partner, NTT, for help in removing UC complexity and taking control of technology management costs.

THE SOLUTION

The customer chose VOSS UC automation management to:

- Create a single, easy to use, and intuitive interface to centrally manage a mix of multi-vendor UC technology.
- Introduce multiple layers of role-based access control down to end user self-service, to empower the enterprise's admin team to take more control of the UC estate.
- Create automated, zero-touch workflows to manage the majority of day-to-day MACDs, and to provide consistent, repeatable, and error free process.

VOSS VALUE

- The introduction of automated workflows has reduced provisioning time by 31%.
- With multiple layers of administration, the enterprise now has more management control over their UC estate. 78% of all UC management tasks are now performed in–house which saves cost and time. Highly skilled engineers are free to focus on more challenging tasks.
- End users can now use a self-service portal to take care of many tasks themselves, improving productivity and enhancing the user experience.

"IT leaders must take a proactive approach toward ensuring consistent provisioning and management, and they must empower end-users to self-manage their environments as much as possible."

Irwin Lazar
President and Principal Analyst

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