

ENGAGEMENT SPOTLIGHT

ENGAGEMENT NAME:

Voice Modernization Program

CLIENT INDUSTRY:

Energy & Utilities

PROJECT OBJECTIVES:

- Leverage Microsoft Teams integrated tools to streamline the end user communications experience
- Enable flexible workspaces and empower hybrid workers
- Retire legacy systems and circuits to deliver savings



How Windval modernized enterprise and mission critical voice services for a F200 organization.

For a diversified power generation, transmission, and distribution organization. Windval delivered a Voice Modernization initiative that provided benefit across two (2) major workstreams:

- Enterprise Voice (EV) – the core telephony services for general worker / office environments which provides both internal & PSTN calling, voicemail and conferencing features and functionality.
- Mission Critical Voice (MCV) – Control Center, Operations, and Dispatch voice environments that build on core telephony services and included enhanced capabilities and feature requirements.

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APPROACH

- **User & Phone Data Analysis**

Identification / merging of numerous disparate data sources to generate structured master files for each business unit mapping users to physical phones with supporting data such as location, department, shared lines, current Teams Phone status, etc. Presentation of data for reporting using Power Automate & BI.

- **Business Unit reviews & End User Communications**

Utilize the master datasets to review potential users for Teams conversion with leaders from each BU to determine final approval list for migration. Work with change management team to provide training resources and effectively guide users through the process of Teams migration and deskphone recovery.

- **Microsoft Teams Phone Enablement & Desk Phone Recovery**

Work with engineering teams to perform Teams Phone activation for approved users in each "wave". Subsequently provide detailed phone recovery lists to field teams for identification and pullback. Also perform station surveys for any phones not migrated to Teams to be converted from Avaya to Cisco.

- **Legacy Avaya PBX ---- > Cisco UCM; PRI Decommissioning**

Work to port & migrate sites from Avaya to Cisco for any remaining shared phones and those not suited for Teams. Retire legacy PBX and PRI assets for cost reduction.

CONCLUSION

Windval helped navigate the complexity of migrating and modernizing communications platforms.

Whether migrating users to new cloud communications services or consolidating internal telephony infrastructure, organizations face numerous technical and organizational challenges. Windval was well-equipped to partner with the client to build a modern, collaborative solution that increased productivity and lowered operational costs.

RESULTS

6000+

Teams Phones Enabled

4500+

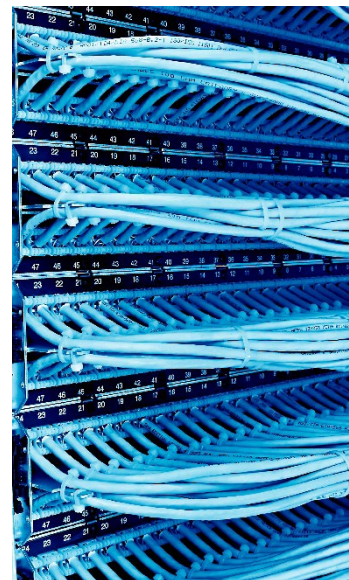
Desk Phones Reduced

75

Sites Migrated from
Avaya to Cisco

\$1MM+

Yearly Cost Reduction



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