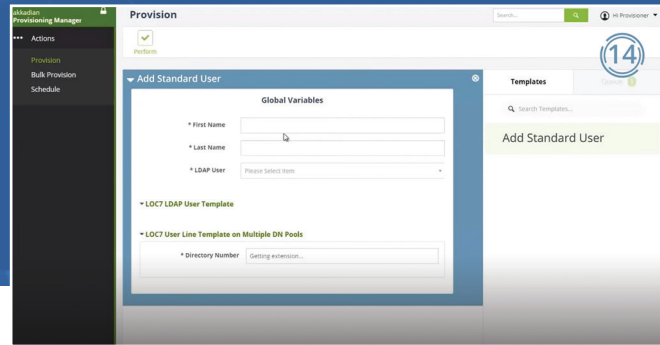


CASE STUDY
**Akkadian
 Provisioning
 Manager™**


Reduce Cisco UC Provisioning Time from 30 Minutes to 5 Seconds

COMPANY

LEO A DALY is a global design firm with 34 offices.

CHALLENGE

Excessive time required to migrate from a legacy PBX to CUCM.

SOLUTION

Software which enables provisioning automation and collaboration adoption.

About our Client—LEO A DALY

Since 1915, LEO A DALY has been providing designs for architecture, engineering, interiors, and many other planning services. In the past century, the company has developed an impressive reputation. Now, internationally recognized for its work, LEO A DALY has 34 offices around the globe.

Migration Challenge

The company recently found itself with a challenge as the voice environment was operating on two different platforms, an older, end-of-life PBX system and a Cisco Collaboration system. The company decided to migrate all 800 users to one, updated Cisco Unified Communications Manager (CUCM). Additionally, the firm wanted to update its users to newer Cisco Collaboration features. While planning for the upgrade, LEO A DALY's IT team discovered that the time required to provision each user, device, and application could total 30 minutes-per-user.

This inefficient process was not an option for the company. With over 800 employees to migrate to CUCM, the provisioning process would have consumed 400 hours of staff time keeping them from more important tasks.

“What we like best is **Provisioning Manager's ease of use**. It auto-fills everything—you add extension and user ID and **everything fills in**. Creating templates was **very easy**.”

—Tim Milan, Information Specialist, LEO A DALY

LEO A DALY

“ **The support** we received from Akkadian Labs was awesome. The support team was **quick to reply and had great answers.** ”

—Tim Milan, Information Specialist, LEO A DALY

Efficient Solution

As the legacy system was end-of-life, the migration team needed to upgrade and deploy as quickly as possible. The company found a solution to their provisioning dilemma when they were introduced to Akkadian Provisioning Manager. For LEO A DALY, the decision to use Akkadian software for its migration needs primarily came down to efficiency.

Significant Improvements

The implementation of Akkadian Provisioning Manager resulted in significant efficiency improvements.

■ A Huge Time Savings

Using Akkadian Provisioning Manager, the IT team at LEO A DALY was able to reduce the time to provision from 30 minutes per user down to just 5 seconds per user. This time savings was all it took for management to see the value in Akkadian Provisioning Manager.

■ More Collaboration

Utilizing Akkadian Provisioning Manager allowed the

team to provision LEO A DALY employees with new collaboration tools, without additional steps. The CUCM migration and upgrade could now include new collaboration technology rollout and adoption.

■ IT Team Offloads Provisioning

Because the software is so easy to use, it was now possible for less experienced staff to take on provisioning tasks. However, before handing over responsibilities, the IT team needed to protect the business-critical UC environment. The IT staff was able to partition access, and therefore protect their CUCM, allowing office administrators to become provisioners.

Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

Conclusion

For LEO A DALY, the ROI was clear. Not only did the company save hundreds of hours on provisioning, it also increased its access to new Cisco Collaboration applications. In addition, LEO A DALY's IT staff could spend time on other projects, leading to a sizable return on investment.

Want to learn more?
Schedule a Demo

[Contact Us](#)

ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

Technology is complex. We make it simple.



Contact Us to Learn More About Our Software Products

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