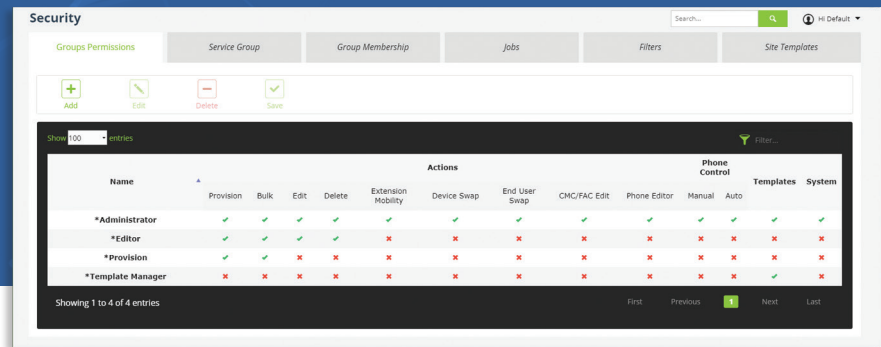


CASE STUDY

Akkadian Provisioning Manager™



Eliminate Contact Center Downtime, While Accelerating User Provisioning

COMPANY

Dexcom is a global manufacturer of medical devices.

CHALLENGE

Eliminate errors which caused outages in their high growth environment.

SOLUTION

A provisioning automation tool for UCCE, with role-based access.



About our Client—Dexcom

Since 1999, Dexcom has served Type 1 diabetics with continuous glucose monitoring technologies that transform the lives of patients and their families. The San Diego-based company has 3,700 employees and multiple offices across the world. Dexcom's newest product is smart-device enabled, bringing unprecedented benefits to selfcare without the need for calibrations. The product launch has accelerated Dexcom's market growth, creating new challenges for its technical support and customer service teams.

Provisioning and Downtime Challenges

As the company grew, the IT group needed to offload tasks that they would normally do to their service desk, allowing them to focus their time on more strategic IT issues. Initially, the service desk was provisioning directly in Cisco's Packaged - Unified Contact Center Enterprise (we support P - UCCE and UCCX). Due to the high skill level needed to provision phones in UCCE, it became an ongoing pain point. Service desk members unfamiliar with UCCE processes were accessing the system without being fully qualified.

As a result, service desk users began ruining phones and taking down UCCE altogether. In one incident, system errors prevented 50 - 100

“Anybody that wants to make their lives easier **should have this tool in their arsenal** ... not many can do this with Cisco products.

—Rodel Chancico, Telecom Analyst at Dexcom

dexcom®

call center representatives from making phone calls. The telecom team was unaware of the incident until at least 10 minutes after it happened.

Dexcom needed a solution that would streamline the provisioning process to avoid errors and move away from allowing users to make changes directly in UCCE. They entered talks with Akkadian Labs about adopting the company's Provisioning Manager solution, which simplifies and automates UC administration, while enabling role-based access to eliminate errors.

Onboarding Success

Provisioning Manager exceeded expectations at Dexcom by removing complexities for both service desk users and administrators. Its zero-touch provisioning has helped them manage huge growth within their tech support call center, onboarding over 40 new users in less than one month, across multiple devices.

Results: Workflow Efficiencies, Reduced Risk

Dexcom offloaded repetitive UCCE tasks to their service desk, streamlining the workflow and making processes easier for both users and administrators. The adoption of Akkadian Provisioning Manager has minimized errors and accelerated provisioning for phones, conference room lines, telepresence units and other devices.

■ Intuitive Interface

Provisioning Manager has simplified administration and user processes. Dexcom enjoys an effortless training experience that takes minimal time and has standardized the new system across teams.

■ Rapid Provisioning

Telecom teams can upload and run multiple provisions in Call Manager with just one screen. With up to 20 new hires per week, 7-minute provisioning times have been reduced to 10–15 seconds per user.

■ Greater Simplicity Means Zero Mistakes

For Dexcom, creating and editing contact center agents is now simple. With Provisioning Manager, their telecom team has achieved zero active directory errors, with automated updates that help them meet rapid growth requirements in a short timeframe.

Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

Conclusion

Using Akkadian Lab's purpose-built provisioning solution for UCCE, Dexcom successfully eliminated the risk of errors from service desk users and maximized UC onboarding success. The IT team at Dexcom can now focus their time on exploring new opportunities in different facets of their IT function—including better service for diabetic patients.

Want to learn more? Schedule a Demo

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.



OCT18

Contact Us to Learn More About Our Software Products

sales@akkadianlabs.com | www.akkadianlabs.com | 1-800-818-4128