Global Outsourcing Company Monitors Avaya VoIP Ecosystem with ServicePilot ISM

Many years of experience and excellence in business processes outsourcing led arvato to be a true technology pioneer. Their international CRM activities resulted in an early adoption of VoIP. The management of such a broad network required a monitoring, troubleshooting and reporting solution to be implemented in a comprehensive manner to ensure availability, reliability and customer success.

With Avaya contact centers in different locations, and still growing, arvato France needed a monitoring solution for its entire Avaya VoIP infrastructure. It is mainly composed of 3 Avaya Communication Managers, 60 Media Gateways, 8,000 IP Phones, 70 Trunk Groups, as well as many Local Survivable Processors, , Media Boards, Media Cabinets, and Network Regions. ServicePilot ISM helps arvato meet stringent Service Level Agreements on 80,000 calls per day across its customer base.

> *"In conjunction with our system integrator, Coverage Communications, we have thoroughly analyzed solutions from several different suppliers, including market leaders. It quickly became clear that ServicePilot was the choice to make."*
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> [P.C., Head of Telecom Projects, arvato]

ServicePilot ISM enables arvato to collect, analyze, and correlate all key indicators from the unified communications. Information is made available through an intuitive web portal that provides actionable, user-friendly reports. ServicePilot ISM expedites problem resolution, in addition to optimization of VoIP and the underlying IT infrastructure.

Customer

arvato is a major international service provider. They employ more than 68,000 people in 40 different countries.

Integrator

Coverage Communications is a major contact center system integrator specialized in Avaya VoIP deployments.

Challenge

Provide pro-active support and ensure 24/7 availability of Avaya VoIP communications.

Solution

ServicePilot ISM to monitor a VoIP ecosystem with over 8,000 Avaya phones.

Results

"Their ISM product is powerful, easy to deploy and use. The key difference for us was the intuitive access to information to better pinpoint problems, and the product's flexibility to meet our unique business needs, all of this at a competitive price. This results in higher productivity for our agents, a much better ROI, and confidence in growing our Avaya based contact center solutions further. [E.B., IT Director, arvato]

About ServicePilot

ServicePilot is a premier provider of business-focused network, application performance, VoIP and UC management solutions that are easy-to-use, deploy and maintain. Service providers and global companies in a wide range of vertical markets rely on the power, scale and flexibility of ServicePilot solutions to cost-effectively enhance the monitoring of their physical and virtual infrastructures, improve user experience and manage new services.

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