



Powerful STRATEGIES for driving great RESULTS

Centralizing Applications and Servers

The Big Story:

Operational expenses will be reduced by a projected \$7M annually, with payback in less than 6 months

The Avaya Solution:

- Avaya Aura™
- Avaya Contact Center Applications

Scenario

The claims division of a US insurance company operates over 450 locations. Separate communications systems at each location were not delivering the value and performance that the company needs to help hold down costs and maintain competitive advantage.

With Avaya Aura™, the enterprise-wide communications architecture is streamlined and all locations are connected—moving from 450 separate Avaya PBXs to a single SIP-enabled core. The new infrastructure will consolidate 56 contact center applications and associated server hardware to just 6, and it will leverage the existing MPLS data network. The nationwide deployment will be completed within 6 months, enabling the organization to accelerate its centralization strategy and cost-reduction initiatives.

Payback Results and Other Benefits

- Operational expenses will be reduced by a projected \$7M annually, with payback in less than 6 months.

Breakout:

\$3M annual savings from reducing trunk access fees, leveraging centralized SIP trunking, and conserving energy with SIP versus TDM gateway hardware.

\$1.25M annual savings from consolidating 56 call management servers to just 6 (based on estimates of \$25K annual overhead per data center server).

\$2.8M annual maintenance plus upgrade savings potential from consolidating hardware and upgrade protection.

- The strategy will reduce complexity and IT administration/management costs.
- All locations will standardize on a single dial plan.
- The solution enables centralized management of the broad portfolio of applications required to drive a large contact center committed to providing superior customer service.
- Customer service will be improved by being able to more effectively route calls to a broader agent population across sites, leveraging the broad set of skills within the agent pool.