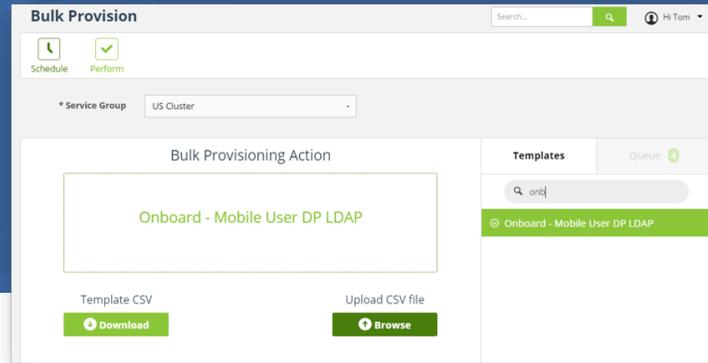


CASE STUDY

Akkadian
Provisioning
Manager™

Migration from Avaya to Cisco UC Made Easy with Bulk Provisioning

COMPANY

Meredith Corporation is a national print and digital media company with roughly 8,000 employees.

CHALLENGE

Migrate 2,400 new users to the Cisco UC Platform following the company's acquisition of Time Inc.

SOLUTION

Leverage the bulk provisioning feature of Akkadian Provisioning Manager.

**About our Client—Meredith Corporation**

Meredith Corporation is a publicly traded print and digital media company that owns nationally renowned publications such as *Better Homes and Gardens*, *Successful Farming*, and *Wood Magazine*. It experienced huge growth following its long-sought-after acquisition of Time Inc. in 2018. The company has over 30 offices nationwide, in addition to its corporate headquarters in Des Moines, Iowa.

Bulk Provisioning Streamlines Massive Migration to Cisco UC

The company's small network engineering team manages not only the network infrastructure—including routers, switches, and firewalls—but also its voice infrastructure, instant messaging, and conferencing technologies, all part of their Cisco Unified Communications (UC) environment.

While the team had used Cisco UC for over six years to accommodate most of their offices, multiple legacy offices were yet to be converted. This included 2,400 users in the newly acquired Time Inc. offices, which the team sought to migrate from a hosted Avaya Communications system to the Cisco UC platform as efficiently as possible.

“The system works flawlessly. It's an **absolute lifesaver** for building phones. **I would recommend it to anybody.**”

—Tim Bassett, Network Engineer at Meredith Corporation



Using Akkadian Provisioning Manager's bulk provisioning feature, the company's engineering team executed a one-time migration of the users to Cisco UC over a single weekend. Bulk provisioning allowed the team to utilize one spreadsheet to create all the different devices for the new users—a job that would have required five or more spreadsheets without the tool from Akkadian Labs.

Tim Bassett, the project lead, estimates that he personally saved at least 30 hours using bulk provisioning to build the phones and their associated UC accounts, each of which took only seconds to execute. He and two other engineers were able to support all 2,400 users on "day one," says Bassett, resolving at least 150 helpdesk tickets "in no time at all... that would have taken hours without Akkadian." Another productivity enhancing feature during the migration was Akkadian's out-of-the-box employee self-service portal. It was used quite a bit during the roll-out for tasks like updating PINs, setting up single number reach or creating speed-dials.

Templates Safeguard Consistency in Implementing MACDs

Additionally, the team's use of Provisioning Manager delivers ongoing benefits to the day-to-day administration of the Cisco UC environment. Since each of their over 30 offices has its own local IT staff—each implementing moves, adds, changes, and

deletes (MACDs)—the engineering team struggled to ensure that MACDs were consistently implemented, despite providing extensive training. The team relied on makeshift documentation featuring long, step-by-step processes, with unreliable results.

Akkadian Provisioning Manager provided provisioning templates that all the local IT teams now use, guaranteeing everyone implements MACDs consistently when administering Cisco UC. With Akkadian, the team has established an ongoing streamlining of MACDs, executed by local IT staff members across their diverse offices.

Furthermore, Provisioning Manager's role-based access feature is crucial in limiting which IT people could access which jobs and tools, for specific locations.

Administrators now implement their MACDs consistently using workflow automation tools, relieving the team

of manually onboarding each and every employee.

Conclusion—More Time for Strategic IT Initiatives

Along with accessing a new, clean interface, local IT staff can efficiently use Akkadian's tools without risk, and with minimal central oversight. Onboarding times that once took 10 minutes now take only 1 minute. As for the engineering team, these productivity improvements have significantly reduced the time they spend on UC management, allowing them to focus on higher value strategic IT initiatives.

Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

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.



SEP19

Contact Us to Learn More About Our Software Products

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