

# EIL GLOBAL PTY LTD

## CASE STUDY

UC & UCCE Migration Projects with World's largest Rental Equipment provider and World's largest Petroleum Company

### PROJECT REQUIREMENTS

#### Rental Company:

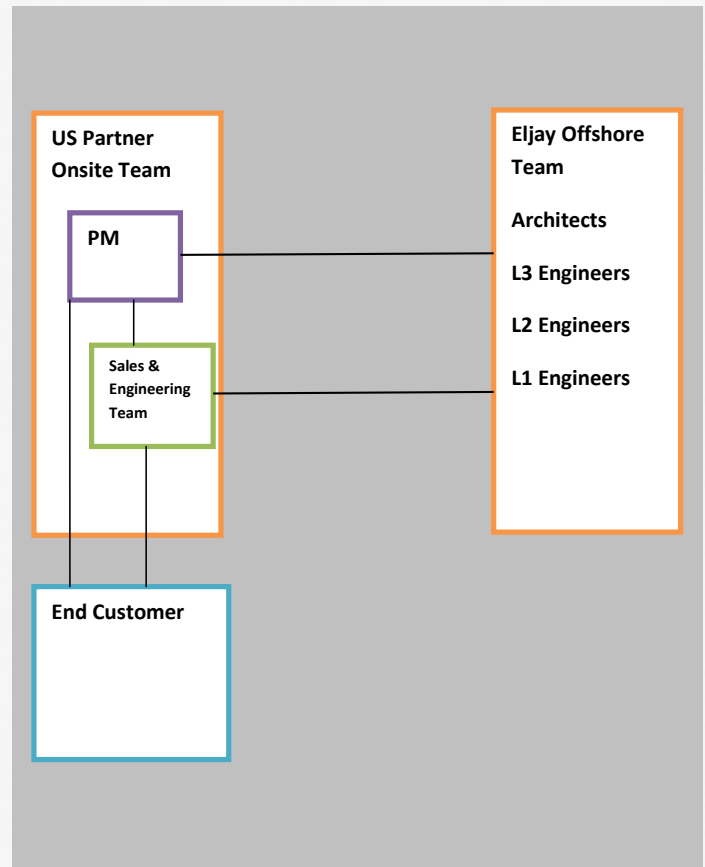
- Rollout of New UC cluster on version 9.1 with more than 800 branches and 10000 users distributed across USA and Canada
- Upgrade the existing Cluster integrated with UCCE from 7.1 to 9.1, implement new CVP solution for call queuing and authentication.

#### Petroleum Company:

- Migrate 3 discreet CUCM cluster from 6.1 hardware based solution to 8.6 UCS solutions, there are more than 15000 users.
- The deployment includes the migration for UCCX, CER, CUPS and CUC
- Integrate over 100 branches on the new cluster from TDM based solution
- Develop a new Global Dial Plan
- Integrate and Implement CER and UCCX

### SCOPE OF WORK

- Responsibility of full delivery cycle following Cisco PPDIIOO
- Understanding the customer business requirements and transforming to best possible solution
- Work very closely with Partner's Sales engineering team and complement them remotely/onsite with HLD, BoM Validation, Solutioning Etc.
- Prepare and Plan for the implementation
- Create LLD based on Customer interviews and SE reports for the solution under the Guidance of Architects
- Builds and validates the configuration templates
- To lead the conference calls for the Site Cutover, NRFU testing, supervising Day 1 remote support from NOC, and Train the trainer or Administrator training for Customer contact
- Prepare the configuration for Gateways, CUCM, UCCE, CVP etc.
- Work with BAT templates and upload the configuration for testing in the LAB/Staging
- Documentation, network diagram preparation etc.



#### PARTNER BENEFITS Thru' EIL Global

- Availability of experts across all levels
- Reliability on Project timeline
- One point of contact from Offshore Team
- Implementation experience of L1 & L2 engineers
- Global Onsite support capability
- Quality adherence at all levels
- EIL Global's responsibility in Offshore Resource Management & Partner's enhanced focus on customer